

STP 12-42L12-SM-TG

SOLDIER'S MANUAL and TRAINER'S GUIDE

MOS 42L

**Administrative Specialist, MOS 42L
(Includes Tasks for ASI E3, Executive
Administrative Assistant and
ASI F5, Postal Operations)**

Skill Levels 1/2

October 2003

DISTRIBUTION RESTRICTION: Approved for public release; distribution is unlimited.

HEADQUARTERS, DEPARTMENT OF THE ARMY

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Administrative, Specialist MOS 42L, Skill Level 1/2, (Includes Tasks for ASI E3, Executive Administrative Assistant and ASI F5, Postal Operations)

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DESTRUCTION NOTICE: Follow the procedures in AR 380-5, chapter IX.

*This publication supersedes STP 12-71L12-SM, 5 July 1995.

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PREFACE

This publication is for skill levels (SL) 1 and 2 and ASI soldiers holding Military Occupational Speciality (MOS) 42L to include ASI E3 and ASI F5 and their trainers/first-line supervisors. It contains standardized training objectives in the form of task summaries, which can be used to train and evaluate soldiers on critical tasks that support unit missions during wartime. Soldiers holding the MOS/SL/ASI 42L1 and 2, E3 and F5, should have access to this publication. It should be made available in the soldier's work area, unit learning center, and unit library. Trainers and first-line supervisors should actively plan for soldiers to have access to this publication. However, it is not intended that an individual copy be available for each soldier holding the MOS/SL/ASI.

Users of this publication are encouraged to recommend changes and submit comments for its improvement. Comments should be keyed to a specific page, must be provided for each comment to ensure understanding and complete evaluation. Comments should be prepared using DA Form 2028 (Recommended Changes to Publications and Blank Forms) and forwarded directly to Commander, U.S. Army Soldier Support Institute, ATTN: ATSG-TD, Fort Jackson, SC 29207-7025.

CHAPTER 1

Introduction

1-1. GENERAL.

a. This Soldier Training Publication (STP) is the Soldier's Manual (SM) that identifies the military occupational specialty (MOS) training requirement for individual soldiers in MOS 42L1/2, Administrative Specialist and Additional Skill Identifiers (ASI) E3, Executive Administrative Assistant, and F5, Postal Operations. It is the primary MOS reference that supports the self-development and training of every soldier possessing MOS 42L and ASIs E3 and F5. Therefore, commanders, trainers, and soldiers should use this manual to plan, conduct, and evaluate training within their units.

b. To establish effective training plans and programs that integrate soldier's, leader's, and collective tasks, use this manual with the following publications:

(1) Soldier's Manual of Common Tasks (SMCT). STP 21-1-SMCT for skill level (SL) 1 soldiers and STP 21-24-SMCT for SL2 and above.

(2) Army Training and Evaluation Programs' (ARTEP) Mission Training Plans (MTP).

ARTEP 12-402-MTP, Headquarters and Headquarters Detachment, Command and Group and Staff, Personnel Group

ARTEP 12-413-30-MTP, Postal Company (Direct Support/General Support)

ARTEP 12-417-30-MTP, Personnel Detachment

ARTEP 12-426-MTP, Personnel Service Battalion

ARTEP 12-602-MTP, Personnel Command

ARTEP 12-906-MTP, Headquarters and Headquarters Detachment, Replacement Battalion (CRC)

(3) FM 25-101, Battle Focused Training.

1-2. TASK SUMMARIES. Task summaries outline the wartime performance requirements of each critical task in this SM. They give both soldiers and trainers the information necessary to prepare, conduct, and evaluate critical task training. As a minimum, task summaries include the information soldiers must know and the skills they must perform/demonstrate to standards. Task summaries contain the format as follows:

a. Task Title. The task title identifies the action that the soldier must perform/demonstrate.

b. Task Number. Task numbers are 11 alphanumeric characters that identify each task. Include this number and its title in any correspondence that relates to this task.

c. Conditions. The condition statement lists all the necessary equipment, tools, references, job aids and supporting personnel, for the soldier to perform the task in wartime.

d. Standards. The task standards describe how well and to what level the soldier must perform a task under wartime conditions. Standards are typically described in terms of accuracy, completeness and speed.

e. Evaluation Preparation. This section shows the necessary modifications to task performance in order to train and evaluate a task that normally cannot be trained to the wartime standard, under wartime conditions. It may also include special training and evaluation preparation instructions to accommodate these modifications, and any instructions to furnish the soldier before evaluation.

f. Performance Measures. Performance measures are evaluation guides that identify the specific actions the soldier are to accomplish, to successfully complete the task. This SM lists specific actions in a "GO/NO GO" format.

g. Evaluation Guidance. This section shows the requirements (for example, number of performance measures receiving a "GO" on) for successfully completing the task.

h. References. This section identifies references that provide more detailed and thorough explanations of task performance requirements than that given in the task summary description.

1-3. SOLDIER'S RESPONSIBILITIES. Each soldier is responsible for performing individual tasks, which the first-line supervisor identifies. The soldier must perform the task to the standard listed in this STP. The soldier's first line supervisor can clarify any questions about how to do a task, or which tasks in this STP the soldier must perform. It is the soldier's responsibility to ask the first-line supervisor for clarification. In addition, the first line supervisor knows how to perform each task and can direct the soldier to the appropriate training materials.

1-4. NCO SELF-DEVELOPMENT AND THE SOLDIER'S MANUAL AND DISTANCE LEARNING.

a. Self-development is one of the key components of the leader development program. It is a planned, progressive, and sequential program followed by leaders to enhance and sustain their military competencies. It consists of individual study, research, professional reading, practice, and self-assessment. Under the self-development concept, the NCO, as an Army professional, is responsible for remaining current in all phases of the MOS.

b. The SMTG is the NCO's primary source for maintaining MOS proficiency.

c. Distance Learning (DL). Formal, nonresident training programs for TRADOC service schools and certain DOD/DA schools and agencies are available in several Distance Learning formats. For example, the Army Institute for Professional Development (AIPD) administers the Army Correspondence Course Program (ACCP), another important resource for NCO self-development for professional development DA Pamphlet 350-59, the ACCP Catalog, lists the courses and sub courses available in both the consolidated and the non-consolidated portions of the program. For information about ACCP courses and subcourses, compact disks available in distance learning classrooms, and other distance learning courseware, visit the Army Training Support Center (ATSC) website at: <http://www.atsc.army.mil/helpdesk/TrainingDelivery>.

d. Unit learning centers are valuable resources for planning self-development programs. They can help access enlisted career maps, training support products, and extension training materials

1-5. TRAINING SUPPORT. This STP includes the following sections that provide additional training support information.

a. Glossary. The glossary is a comprehensive list of acronyms, abbreviations, and terms.

b. References. This section contains the references that support training for all tasks in this SM.

CHAPTER 2

Training Guide

2-1. GENERAL. The MOS Training Plan (MTP) identifies the essential components of a unit training plan for individual training. Units have different training needs and requirements based on differences in environment, location, equipment, dispersion, and similar factors. Therefore, the MTP should be used as a guide for conducting unit training and not a rigid standard. The MTP is designed to assist the commander in preparing a unit training plan which satisfies integration, cross training, training up, and sustainment training requirements for soldiers in this MOS.

2-2. SUBJECT AREA CODES. The MTP shows the relationship of an MOS skill level between duty position and critical tasks. These critical tasks are grouped by task commonality into subject areas. This section lists subject area numbers and titles used throughout the MTP. These subject areas are used to define the training requirements for each duty position within an MOS.

Skill Level 1

- 1 Office Administration
- 2 Correspondence
- 3 Distribution
- 4 Protocol/Office Procedures
- 5 Postal Service Center Administration
- 6 Postal Finances
- 7 Domestic and International Mail
- 8 Accountable Mail

2-3. CRITICAL TASKS LIST. This section of the MTP provides a list, by general subject areas, the critical tasks to be trained in an MOS and the type of training required (resident, integration, or sustainment).

Subject Area column. This column lists the subject area number and title in the same order as Section I, Part One of the MTP.

Task Number column. This column lists the task numbers for all tasks included in the subject area.

Title column. This column lists the task title for each task in the subject area.

Training Location column. This column identifies the training location where the task is first trained to soldier training publications standards. If the task is first trained to standard in the unit, the word "Unit," will be in this column. If the task is first trained to standard in the training base, it will be identified, by brevity code (ANCOC, BNCOC, etc.), the resident course where the task was taught. Figure 2-1 contains a list of training locations and their corresponding brevity codes.

AIT	Advanced Individual Training
E3 ASI	Executive Administrative Assistant Course
F5 ASI	Postal Operations Course

Figure 2-1. Training Locations

Sustainment Training Frequency column. This column indicates the recommended frequency at which the tasks should be trained to ensure soldiers maintain task proficiency. Figure 2-2 identifies the frequency codes used in this column.

BA	- Biannually
AN	- Annually

SA	- Semiannually
QT	- Quarterly
MO	- Monthly
BW	- Bi-weekly
WK	- Weekly

Figure 2-2. Sustainment Training Frequency Codes

Sustainment Training Skill Level column. This column lists the skill levels of the MOS for which soldiers must receive sustainment training to ensure they maintain proficiency to soldier's manual standards.

MOS TRAINING PLAN 42L1/2

CRITICAL TASKS

Subject Area	Task Number	Title	Training Location	Sust Tng Freq	Sust Tng SL
Skill Level 1					
1. Office Administration	805C-42L-1000	Type Straight Copy Material	AIT	AN	1-2
2. Correspondence	805C-42L-1002	Type a Memorandum	AIT	AN	1-2
	805C-42L-1032	Assemble Correspondence	AIT	AN	1-2
	805C-LE3-1002	Prepare Verbatim Transcript	E3 ASI	AN	1-2
	805C-LE3-1004	Prepare Summarized Transcript	E3 ASI	AN	1-2
3. Distribution	805C-42L-1034	Route Incoming Distribution	AIT	AN	1-2
	805C-42L-1036	Dispatch Outgoing Distribution	AIT	AN	1-2
4. Protocol/Office Procedures	805C-LE3-1006	Screen Official Telephone Calls	E3 ASI	AN	1-2
	805C-LE3-1008	Prepare Invitations	E3 ASI	AN	1-2
	805C-LE3-1010	Prepare an Acceptance/Regret to Invitations	E3 ASI	AN	1-2
	805C-LE3-1020	Maintain Executive Calendar	E3 ASI	AN	1-2
	805C-LE3-1024	Receive Visitors	E3 ASI	AN	1-2
	805C-LE3-1028	Plan Official/Social Seating Arrangements			
5. Postal Service Center Administration	805C-LF5-1532	Operate a Postal Service Center	F5 ASI	AN	1-2
	805C-LF5-1555	Postal Security	F5 ASI	AN	1-2
	805C-LF5-1420	Prepare Claims and Inquiry Forms	F5 ASI	AN	1-2

	805C-LF5-1221	Prepare Mail Transportation Documentation	F5 ASI	AN	1-2
	805C-LF5-1240	Maintain Postal Supplies	F5 ASI	AN	1-2
	805C-LF5-1230	Conduct Postal Directory Functions	F5 ASI	AN	1-2
	805C-LF5-1526	Report Suspected Postal Incidents	F5 ASI	AN	1-2
6. Postal Finances	805C-LF5-1212	Maintain Stamp Stock	F5 ASI	AN	1-2
	805C-LF5-1213	Sell Domestic Postal Money Orders	F5 ASI	AN	1-2
	805C-LF5-1214	Cash Domestic Postal Money Orders	F5 ASI	AN	1-2
	805C-LF5-1215	Prepare Money Order Report	F5 ASI	AN	1-2
	805C-LF5-1217	Conduct Audit of Stamp Stock	F5 ASI	AN	1-2
	805C-LF5-1219	Operate a Postage Meter Machine	F5 ASI	AN	1-2
	805C-LF5-1225	Control Domestic Money Order Forms	F5 ASI	AN	1-2
	805C-LF5-1548	Operate an Integrated Retail Terminal	F5 ASI	AN	1-2
7. Domestic and International Mail	805C-LF5-1201	Accept Domestic Mail	F5 ASI	AN	1-2
	805C-LF5-1218	Process Mail	F5 ASI	AN	1-2
	805C-LF5-1205	Accept Domestic Mail Requiring Special Services	F5 ASI	AN	1-2
	805C-LF5-1208	Accept International Letter Post	F5 ASI	AN	1-2
	805C-LF5-1211	Accept International Parcel Post	F5 ASI	AN	1-2
	805C-LF5-1227	Close a Registry Section	F5 ASI	AN	1-2
8. Accountable Mail	805C-LF5-1216	Process Incoming Registered Mail	F5 ASI	AN	1-2
	805C-LF5-1222	Deliver Registered Mail	F5 ASI	AN	1-2
	805C-LF5-1223	Dispatch Outgoing Registered Mail	F5 ASI	AN	1-2

Figure 2-3. MOS Training Plan

CHAPTER 3**MOS/Skill Level Tasks****Skill Level 1****Subject Area 1: Office Administration****Type Straight Copy Material****805C-42L-1000**

Conditions: Given a multimedia computer system with typing software (Mavis Beacon) loaded and MS Windows software loaded, a Pentium-based multimedia computer, monitor, and printer, and straight copy text of average difficulty.

Standards: Type the material identical to the original text at a rate of 25 net words per minute (NWPM) for 5 minutes.

Performance Steps

1. Utilize the US Army Typing Tutor (Mavis Beacon) software program.
2. Type straight copy material at a rate of 25 Net Words Per Minute (NWPM) for a period of 5 minutes.

Evaluation Preparation: To evaluate a soldier's performance on the job, the soldier should perform the task, using the materials which appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures**GO NO GO**

1. Utilized the US Army Typing Tutor (Mavis Beacon) software program.
2. Typed the straight copy material at a rate of 25 Net Words Per Minute (NWPM) for a period of 5 minutes.

Evaluation Guidance: Score the soldier a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References**Required**

SOFTWARE-MAVIS BEACON

Related

Subject Area 2: Correspondence

Type a Memorandum

805C-42L-1002

Conditions: Given a draft memorandum, a personal computer system with MS Office Software loaded, AR 25-50, and a dictionary.

Standards: Prepare a memorandum that is acceptable for signature and dispatch.

Performance Steps

1. Type all of the elements appropriate to preparing a formal or informal memorandum. Such elements may include -
 - a. Letterhead (for formal memorandum).
 - b. Suspense date (if applicable).
 - c. Office symbol.
 - d. Date.
 - e. MEMORANDUM FOR addressee(s).
 - f. SEE DISTRIBUTION addresses format (if applicable).
 - g. MEMORANDUM THRU-FOR addresses (single or multiple).
 - h. Subject Line.
 - i. Body (text).
 - (1) Reference(s) in first paragraph (when used).
 - (2) Writer's identification (point of contact) and address (if necessary).
 - j. Authority line (if required).
 - k. Signature block.
 - l. Enclosure listing (if applicable).
 - m. Distribution listing (if applicable).
 - n. Copy(ies) furnished (CF) listing (if applicable) and with/without enclosure(s) notation (if applicable).
 - o. Page number (second and subsequent pages only).
 - p. Classification markings/handling instructions (if applicable).
2. Prepare a formal or informal memorandum so that the content of each element is complete and correct.
3. Prepare the formal or informal memorandum in the proper format.
 - a. Placement of the elements.
 - b. Margins (left, right, top, and bottom).
 - c. Spacing (horizontal/vertical).
 - d. Paragraphing.
 - (1) Spacing within the paragraph(s).
 - (2) Spacing between paragraphs.
 - (3) Indention.
 - (4) Division/subdivision.
 - (5) Identification (number, letter, etc.).
4. Type a continuation page of a formal or informal memorandum (if required) on a second and subsequent pages, using the appropriate elements and proper format.
5. Prepare a formal or informal memorandum in sufficient copies for proper distribution and file.
6. Use correct spelling, capitalization, abbreviations, and punctuations.
7. Make neat and legible corrections.

Performance Steps

- 8. Mark all enclosures as required.
- 9. Assemble (and protect with the appropriate cover sheet when required) a completed formal or informal memorandum and all associated materials in proper sequence and staple where/when necessary.

Note: Cover sheets are used.

Evaluation Preparation: To evaluate a soldier's performance on the job, the soldier should perform the task, using the materials which appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Typed all of the elements appropriate to preparing a formal or informal memorandum.		
2. Prepared a formal or informal memorandum so that the content of each element is complete and correct.		
3. Prepared a formal or informal memorandum in the proper format.		
4. Typed a continuation page of a formal or informal memorandum (if required) on a second and subsequent pages, using the appropriate elements and proper format.		
5. Prepared a formal or informal memorandum in sufficient copies for proper distribution and file.		
6. Used correct spelling, capitalization, abbreviations, and punctuation.		
7. Made neat and legible corrections.		
8. Marked all enclosures as required.		
9. Assembled (and protected with the appropriate cover sheet when required) a completed formal or informal memorandum and all associated materials in proper sequence, and stapled where necessary.		

Evaluation Guidance: Score the soldier a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References	Related
Required	
AR 25-50	AR 310-50
SOFTWARE-OFFICE	AR 380-5

Assemble Correspondence
805C-42L-1032

Conditions: Given correspondence/documents with enclosures, supporting papers, and AR 25-50.

Standards: Assemble correspondence correctly for signature, dispatch, information, and filing.

Performance Steps

1. Review the materials to be assembled to determine the following:
 - a. The type of correspondence to be assembled, such as:
 - (1) Formal or informal memorandum.
 - (2) Letter.
 - (3) Special purpose memorandum (MOU, MOA, or MFR).
 - b. The copies of correspondence to be assembled, such as:
 - (1) Outgoing (dispatch) copy (action copy).
 - (2) Information (furnished) copy.
 - (3) Record (file) copy.
2. Review the materials to be assembled, determine if:
 - a. All required portions, such as courtesy copies, and added enclosures or attachments are present.
 - b. Any additional copies are required based on multiple addressees in the heading of the correspondence, or in the distribution listing or copy(ies) furnished listing in the closing of the correspondence.
 - c. All copies or attachments are properly marked as needed (to include tabbing of enclosures or attachments if applicable).
 - d. All portions not required, such as extra copies, handwritten notes, and routing slips were removed.
3. Assemble the outgoing (dispatch) copy(ies) of the correspondence to include the enclosures/attachments (if needed).
4. Assemble the information (furnished) copy(ies) of the correspondence to include the enclosures/attachments (if needed).
5. Assemble the record (file) copy of the correspondence to include the enclosures/attachments (if needed).
6. Identify each copy of the correspondence as prescribed by local policy.
7. Assemble the identified copies of correspondence (in the sequence prescribed by local policy) for final review and signature.
8. Tab correspondence packages for signature of approval authority if applicable.
9. Place the required cover sheet on top of the correspondence packets as appropriate.

Evaluation Preparation: To evaluate a soldier's performance on the job, the soldier should perform the task, using the materials which appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Reviewed the materials to be assembled to determine the type of correspondence and the copies required.
2. Reviewed the materials to be assembled to determine if copies are present, properly marked or removed (if not required).

Performance Measures**GO NO GO**

3. Assembled the outgoing (dispatch) copy(ies) of the correspondence to include the enclosures/attachments (if needed).
4. Assembled the information (furnished) copy(ies) of the correspondence to include the enclosures/attachments (if needed).
5. Assembled the record (file) copy of the correspondence to include the enclosures/attachments (if needed).
6. Identified each copy of the correspondence as prescribed by local policy.
7. Assembled the identified copies of correspondence (in the sequence prescribed by local policy) for final review and signature.
8. Tabbed correspondence packages for signature or approval if applicable.
9. Placed the required cover sheet on top of the correspondence packets as appropriate.

Evaluation Guidance: Score the soldier a GO if the soldier passes (P) all applicable performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References

Required
AR 25-50

Related
AR 380-5
DA LABEL 87
SF 703
SF 704
SF 705

Prepare Verbatim Transcript
805C-LE3-1002

Conditions: Given a requirement to transcribe recorded verbatim information from a mechanical device and access to:

- a. GPO Style Manual or Standard English Textbook.
- b. AR 25-50.
- c. AR 310-50.
- d. AR 25-55.
- e. AR 380-5.
- f. AR 15-6.
- g. Local standing operating procedures (SOP).
- h. Standard office supplies and equipment (including dictionary).

Standards: Prepare a typed verbatim transcript of the recorded information in the correct format employing the basic principles of English grammar and word usage.

Performance Steps

1. Review the index strip holder or automatic scan device (on the recording tape/disc) for additional instructions or corrections.
2. Determine the final format of the finished transcript, based on supervisor's instruction or local SOP.
3. Prepare draft transcript from the recorded verbatim information.
4. Review draft transcript and correct all errors in format, spelling, punctuation, capitalization, word usage, expressions of numbers, word division and grammar.
5. Type transcript in desired format.
6. Proof final transcript and correct all errors.
7. Assemble complete transcript for approval and/or signature.

Evaluation Preparation: Evaluate the soldier's performance of this task by using the following method, on-the-job demonstration. Allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Evaluate the soldier using the performance measure. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Reviewed the index strip holder or automatic scan device (on the recording tape/disc) for additional instructions or corrections.
2. Determined the final format of the finished transcript, based on the supervisor's instructions or local SOP.
3. Prepared a draft transcript from the recorded verbatim information.
4. Reviewed the draft transcript and corrected all errors in format, spelling, punctuation, capitalization, word usage, expression of numbers, word division, and grammar.
5. Typed the transcript in the desired format.
6. Proofread the final transcript and corrected all errors.

Performance Measures

GO NO GO

- 7. Assembled the completed transcript for approval and/or signature.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Score a GO on performance measure 5 if the soldier corrected the transcript with four errors or less provided there are no errors in word usage, spelling, and agreement. Show the soldier what was done wrong on any failed performance measure and how to correct it. Recognize that the skills in English grammar vary from supervisor to supervisor. Often a soldier will change dictated material to correct errors in subject-verb agreement or other errors in grammar, such as sentence fragments or run-on sentences. When the soldier properly changes the material to correct such errors, score the measure PASS.

References

Required

- AR 15-6
- AR 25-50
- AR 25-55
- AR 310-50
- AR 380-5

Related

Prepare Summarized Transcript
805C-LE3-1004

Conditions: Given a requirement to prepare a summarized transcript of recorded verbatim information and access to:

- a. GPO Style Manual or Standard English Textbook.
- b. AR 25-50.
- c. AR 310-50.
- d. AR 25-55.
- e. AR 380-5.
- f. AR 15-6.
- g. Local standing operating procedures (SOP).

Standards: Prepare a typed, accurate summarized transcript of the recorded information in the correct format, using the basic principles of English grammar and word usage.

Performance Steps

1. Prepare a verbatim draft or a summarized draft of the transcript, based on the following factors.
 - a. Length of meeting, conference, or telephone conference.
 - b. The soldiers familiarity with subject matter.
 - c. Guidance of supervisor on the final product required.
 - d. Prior expertise/experience of soldier preparing summaries.
2. Make the appropriate decision and proceed with summarized transcript.
3. Determine format of finished product based on supervisor's direction or local SOP.
4. Prepare draft transcript from recorded information.
5. Edit draft transcript for extraneous material, logical organization and verbal expression.
6. Correct all errors in spelling punctuation, capitalization, word usage and grammar.
7. Type transcript in desired format.
8. Proof the final transcript and correct all errors.
9. Assemble complete transcript for approval and/or signature.

Evaluation Preparation: Evaluate the soldier's performance of this task by using the following method: on-the-job demonstration. If the task is performed on the job, allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Evaluate the soldier using the performance measures. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Prepared a verbatim draft or a summarized draft of the transcript.
2. Made the appropriate decision and then proceeded with a summarized transcript.
3. Determined the format of the finished product, based on the supervisor's directions or local SOP.
4. Prepared a draft transcript from the recorded information.

Performance Measures

GO
NO GO

5. Edited the draft transcript for extraneous material, logical organization, and verbal expression.
6. Corrected all errors in spelling, punctuation, capitalization, word usage, and grammar.
7. Typed the transcript in the desired format.
8. Proofread the final transcript and corrected all errors.
9. Assembled the completed transcript for approval and/or signature.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. If the soldier fails a performance measure, use the following techniques to improve task performance: - Prepare a verbatim draft of the entire meeting, conversation, etc., before attempting to produce the summarized transcript. - Identify the speakers beforehand; that is, develop a speaker identification scheme. - Become familiar with the material presented (learn acronyms, buzz words, etc.). - Obtain comments from interested parties. Ensure that all key issues and comments are addressed. - Review the files and carefully examine acceptable transcripts that have been previously prepared.

References	
Required	Related
AR 25-50	
AR 310-50	
AR 380-5	

Subject Area 3: Distribution

Route Incoming Distribution

805C-42L-1034

Conditions: Given simulated incoming distribution and access to ARs 25-50 and 25-51, Standing Operating Procedures (SOP) for Adjutant General Administrative Services Division Distribution Center, containing a mail routing guide, and an office symbol directory.

Standards: Route incoming distribution to the correct action offices or agencies, and maintain control of all material.

Performance Steps

1. Determine whether any correspondence or mail is personal or unofficial, and make proper distribution.
2. Sort initially received mail and correspondence properly.
 - a. First sorting.
 - b. Second sorting.
 - c. Third sorting.
 - d. En route sorting.
3. Time/date stamp correspondence properly.
4. Attach the appropriate cover sheet to the correspondence.
5. Process incoming certified and registered official mail.
6. Process incoming For Official Use Only(FOUO), classified documents and correspondence.
7. Route correspondence.
 - a. Alphabetical listing of subject matter.
 - b. Action office to which it is to be sent.
8. Make distribution of incoming correspondence within the allotted time frame.

Evaluation Preparation: To evaluate a soldier's performance on the job, the soldier should perform the task, using the materials which appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Determined whether any correspondence or mail was personal or unofficial, and made proper distribution.
2. Sorted initially received mail and correspondence properly.
3. Time/date stamped correspondence properly.
4. Attached the appropriate cover sheet to the correspondence.
5. Processed incoming certified and registered official mail.
6. Processed incoming FOUO and classified documents and correspondence.
7. Routed correspondence IAW the local correspondence routing guide.
8. Made distribution of incoming correspondence within the allotted time frame.

Evaluation Guidance: Score the soldier a GO if the soldier passes (P) all applicable performance measures. Score the soldier a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References**Required**

AR 25-50

AR 25-51

Related

DA FORM 2445

DA LABEL 87

SF 703

SF 704

SF 705

Dispatch Outgoing Distribution
805C-42L-1036

Conditions: Given completed correspondence and access to AR 25-51 and AR 25-50.

Standards: Dispatch outgoing distribution.

Performance Steps

1. Ensure that each copy of the correspondence is signed and dated.
2. Remove all unnecessary materials from the correspondence. Such items may include --
 - a. Cover sheets.
 - b. Control forms.
 - c. Routing (transmittal) sheets.
 - d. Drafts.
3. Ensure that all parts of the correspondence are present, complete, and of sufficient quantities. Such parts may include --
 - a. Outgoing (dispatch) copy (action copy).
 - b. Basic correspondence.
 - c. Courtesy copy.
 - d. Information (furnished) copy.
 - e. Record (file) copy.
 - f. Enclosure/attachments.
4. Ensure that all enclosures/attachments are correctly identified and agree with the enclosure/attachment listing.
 - a. No change.
 - b. Withdrawn.
 - c. Added.
 - d. As stated (or as listed by number).
5. Ensure that all copies of the correspondence are complete and correctly assembled.
 - a. Outgoing (dispatch) copy.
 - b. Information (furnished) copy.
 - c. Record (file) copy.
6. Ensure that the proper envelope(s) or packaging container and wrapping is/are selected depending upon the correspondence to be enclosed. For example:
 - a. Bulk, weight, size.
 - b. Dispatched by mail.
 - c. Dispatched by courier.
 - d. Dispatched by local distribution.
 - e. Folded or unfolded.
 - f. Classified or unclassified.
7. Ensure that the selected envelope(s) is/are prepared as required, to include proper mailing address, return address, rubber stamp impressions, and mail account number.
8. Ensure that the correspondence is properly enclosed and sealed in the envelopes.
9. Dispatch all copies of correspondence according to its size, weight, content, destination, and importance.
 - a. Outgoing (dispatch) copy.
 - b. Information (furnished) copy.
 - c. Record (file) copy.
 - d. Ordinary mail.

Performance Steps

- e. Certified, insured, registered (accountable) mail.
- f. Classified or unclassified.
- g. Local distribution.

Evaluation Preparation: To evaluate a soldier's performance on the job, the soldier should perform the task, using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures**GO NO GO**

1. Ensured that each copy of the correspondence was signed and dated.
2. Removed all unnecessary materials from the correspondence.
3. Ensured that all parts of the correspondence were present, complete, and of sufficient quantities.
4. Ensured that all enclosures/attachments were correctly identified and agreed with the enclosure/attachment listing.
5. Ensured that all copies of the correspondence were complete and correctly assembled.
6. Ensured that the proper envelope(s) (or packaging container and wrapping) was/were selected depending upon the correspondence to be enclosed.
7. Ensured that the selected envelope(s) was/were prepared as required, to include proper mailing address, return address, rubber stamp impressions, endorsements, and mail account number.
8. Ensured that the correspondence was properly enclosed and sealed in the envelopes.
9. Dispatched all copies of correspondence according to its size, weight, content destination, and importance.

Evaluation Guidance: Score the soldier a GO if the soldier passes (P) all applicable performance measures. Score the soldier a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References**Required**

AR 25-50
AR 25-51

Related

AR 25-1
AR 25-55
AR 380-5

Subject Area 4: Protocol/Office Procedures

Screen Official Telephone Calls
805C-LE3-1006

Conditions: Given a requirement to receive and screen incoming telephone calls and access to:

- a. AR 25-50.
- b. Standard Form 63 (Memorandum of Call).
- c. Option Form 271 (Conversation Record).
- d. Standard office supplies and equipment.

Standards: Make appropriate disposition of each telephone call in a timely and courteous manner.

Performance Steps

- 1. Answer the telephone promptly, preferably on the first or second ring.
 - a. Identify the office name, speaker, and if applicable, whether the line is secure.
 - b. Speak distinctly and at a rate that is easily understood.
- 2. Handle all telephone calls pleasantly and courteously, using voice and diction effectively.
- 3. Screen all telephone calls to ensure that the supervisor receives no unwanted or unnecessary calls. The executive administrative assistant must know the desires of the supervisor as follows:
 - a. Who does the supervisor wish or need to talk.
 - b. What is the importance of the caller or situation that should require the supervisor's immediate action.
 - c. Which telephone calls can wait, and which ones can be transferred to another office or person.
- 4. Inform the caller if the supervisor is unavailable and offer to take a message.
- 5. Record the telephone message on a SF 63 (short message) or OF 271 (long message).
- 6. Record the message accurately and assure that the dates, times, phone number, and spelling of names are correct.
- 7. Verify the recorded message by repeating it to the caller before hanging up.
- 8. Terminate the telephone call in a friendly and sincere manner.

Evaluation Preparation: Evaluate the soldier's performance of this task by using the following method: on-the-job demonstration. If the task is performed on the job, allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

- 1. Answered the telephone promptly, preferably on the first or second ring.
- 2. Handled all telephone calls pleasantly and courteously, using voice and diction effectively.
- 3. Screened all telephone calls to ensure that the supervisor received no unwanted or unnecessary calls. The executive administrative assistant must know the desires of his/her supervisor.
- 4. Informed the caller if the supervisor was unavailable and offered to take a message.

Performance Measures

GO NO GO

5. Recorded the telephone message on an SF 63 (short message) or OF 271 (long message).
6. Recorded the message accurately and assured that the dates, times, phone number, and spelling of names were correct.
7. Verified the recorded message by repeating it to the caller before hanging up.
8. Terminated the telephone call in a friendly and sincere manner.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to correct it.

References

Required
AR 25-50

Related

Prepare Invitations

805C-LE3-1008

Conditions: Given a requirement to prepare invitations to an official/social function and access to DA Pam 600-60, local SOP, blank invitations and black ink pen(s) or computer with word processing capabilities.

Standards: Prepare invitations to an official/social function.

Performance Steps

1. Select the appropriate type of formal invitation for the official/social function being given.
2. Prepare a formal invitation for a small official event according to supervisor's directions.
 - a. Use correct spelling, punctuation, and capitalization.
 - b. Use legible handwriting.
 - c. Center the material on the invitations.
 - d. Write out the day and the date of the function (civilian style).
 - e. Write out the time of the function (civilian style).
 - f. Include an R.S.V.P. if he wants to know the names and number of attendees.
 - g. Include an attire line.
 - h. Use only authorized abbreviations.
 - i. Identify the functions.
 - j. State the location.
 - k. Use the formal invitation format.
3. Spell all names on invitations correctly.
4. Send invitations to all persons on the guest list.
5. Maintain a list of acceptances and regrets.
6. Send formal invitation 2 or 3 weeks in advance of the function.
 - a. Select a fully engraved invitation for a large, formal or very special occasion.
 - b. Select a telephone call with a "To Remind" card for a small formal function if there is less than 2 weeks until the date of the function.
7. Select an informal invitation for an unofficial function.
 - a. Use the correct time, date, and address.
 - b. List a telephone number if the response is to be made by telephone.

Evaluation Preparation: Evaluate the soldier's performance of this task by using the following method: on-the-job demonstration. If the task is performed on the job, allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Selected the appropriate type of formal invitation for the official/social function being given.
2. Prepared a handwritten formal invitation for a small official event according to the supervisor's directions.
3. Spelled all names on the envelopes correctly.
4. Sent invitations to all persons on the guest list.
5. Maintained a list of acceptances and regrets.

Performance Measures**GO** **NO GO**

6. Sent formal invitations 2 or 3 weeks in advance of the function.
7. Selected a fully engraved invitation for a large, formal or very special occasion.
8. Selected a telephone call with a "To Remind" card for a small formal function if there was less than 2 weeks until the date of the function.
9. Selected an informal invitation for an unofficial function.
10. Used the correct time, date, and address.
11. Listed a telephone number if the response was to be made by telephone.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong and how to correct it.

References**Required**

DA PAM 600-60
SOP

Related

SOFTWARE-OFFICE

Prepare an Acceptance/Regret to Invitations
805C-LE3-1010

Conditions: Given a requirement to accept or regret an invitation to an official/social function and knowledge of the supervisor's plans to attend or not to attend and access to:

- a. DA Pam 600-60.
- b. Local SOP.
- c. The invitation to the official/social function.
- d. Standard office supplies and equipment (including dictionary).

Standards: Prepare an acceptance or regret to invitations to an official/social function.

Performance Steps

1. Review the supervisor's executive calendar for a previously scheduled function.
2. Follow the supervisor's instruction to accept the invitation.
 - a. Write the acceptance in a formal manner.
 - b. Send the acceptance to a formal invitation within 48 hours or to an informal invitation within 24 hours.
 - c. Make no reference to place on an acceptance.
 - d. Prepare the acceptance without errors in spelling, punctuation, capitalization, word usage, and grammar.
 - e. Write the date in civilian style and spell out the time when you accept an invitation.
3. Send a regret to an invitation if either member of a couple is unable to attend.
 - a. Write the regret in a formal manner.
 - b. Send the regret to a formal invitation within 48 hours or to an informal 24 hours.
 - c. Make no reference to time or place on a regret.
 - d. Prepare the regret without errors in spelling, punctuation, capitalization, word usage, and grammar.

Evaluation Preparation: Evaluate the soldier's performance of this task. Allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Reviewed the supervisor's executive calendar for a previously scheduled function.
2. Followed the supervisor's instruction to accept the invitation.
3. Sent a regret to an invitation if either member of a couple was unable to attend.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong and how to correct it.

References

Required

DA PAM 600-60
SOP

Related

SOFTWARE-OFFICE

Maintain Executive Calendar
805C-LE3-1020

Conditions: Given a requirement to maintain an executive calendar and access to:

- a. Executive calendar (blank).
- b. Local SOP.
- c. Standard office supplies and equipment.
- d. Supervisor's instructions.
- e. Knowledge of initial entries.

Standards: Post all initial entries, changes, and/or deletions, schedule events, and notify parties of events according to the executive calendar.

Performance Steps

1. Post the initial entries to the executive calendar according to the supervisor's instructions.
2. Enter, delete, change, or amend the executive calendar entries according to the instructions received.
3. Schedule each event at the correct time and for the correct length of time.
4. Make all erasures neatly and completely with no cross outs or smudges.
5. Schedule all events according to the supervisor's instructions.
6. Use good time-management practices; for example, allow for travel time when appointments are located off post.
7. Notify all parties concerned of any changes in the schedule with a notation on the executive calendar.
8. Make notations on the executive calendar to notify the driver or pilot when they are needed.
9. Keep the executive calendar secure.

Evaluation Preparation: Evaluate the soldier's performance of this task. If the task is performed on the job, allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Posted the initial entries to the executive calendar according to the supervisor's instructions.
2. Entered, deleted, changed, or amended the executive calendar entries according to the instructions received.
3. Scheduled each event at the correct time and for the correct length of time.
4. Made all erasures neatly and completely with no cross outs or smudges.
5. Scheduled the correct events.
6. Scheduled all events according to the supervisor's instructions.
7. Used good time-management practices; for example, allowed for travel time when appointments were located off post.

Performance Measures

GO **NO GO**

8. Notified all parties concerned of any changes in the schedule with a notation on the executive calendar.
9. Made notations on the executive calendar to notify the driver or pilot when they were needed.
10. Kept the executive calendar secure.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong and how to correct it.

References

Required
SOP

Related
SOFTWARE-OFFICE

Receive Visitors 805C-LE3-1024

Conditions: Given an expected or unannounced visitor and access to:

- a. Daily activities schedule (executive calendar).
- b. Programmed visitor's roster.
- c. Local SOP.
- d. Standard office supplies and equipment.

Standards: Receive and announce the visitor in accordance with (IAW) accepted military courtesy and procedures established by local policy.

Performance Steps

1. Greet the visitor pleasantly.
2. Grant the supervisor's superior a ready visitation access at all times.
3. Determine the identity of the visitor by checking the executive calendar or making a polite inquiry of the visitor's name and title.
4. Determine whom the visitor wishes to see (when acting as a receptionist for more than one senior officer).
5. Inform the visitor if a delay is likely and check to see if he/she desires to wait or prefers to reschedule the appointment at a later time.
6. Show the visitor to the supervisor's office and introduce if necessary.
7. State the name of the higher ranking person first when making the introduction; for example, "Colonel Jones, may I present Captain Smith."
8. Introduce the man to the woman; for example, "Mrs. Smith, may I present Colonel Jackson."
Exceptions: if in the military, the woman is introduced according to her rank with the lower ranking person being introduced to the higher ranking person.
9. Dispense with an introduction if the parties are acquainted and merely announce the visitor.
10. Handle the situation tactfully and according to the supervisor's instructions when a visitor arrives and does not have an appointment.

Evaluation Preparation: Evaluate the soldier's performance of this task on the job using the materials listed in the CONDITIONS statement above. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Greeted the visitor pleasantly.
2. Granted the supervisor's superior a ready visitation access at all times.
3. Determined the identity of the visitor by checking the executive calendar or making a polite inquiry of the visitor's name and title.
4. Determined whom the visitor wished to see (when acting as a receptionist for more than one senior officer).
5. Informed the visitor if a delay was likely and checked to see if he/she desired to wait or preferred to reschedule the appointment at a later time.

Performance Measures

GO **NO GO**

6. Showed the visitor to the supervisor's office and made an introduction if necessary.
7. Stated the name of the higher ranking person first when making the introduction; for example, "Colonel Jones, may I present Captain Smith."
8. Introduced the man to the woman; for example, "Mrs. Smith, may I present Colonel Jackson." Exceptions: If in the military, the woman was introduced according to her rank with the lower ranking person being introduced to the higher ranking person.
9. Dispensed with an introduction if the parties were acquainted and merely announced the visitor.
10. Handled the situation tactfully and according to the supervisor's instructions when a visitor arrived and did not have an appointment.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to correct it.

References

Required

Related

USERS GUIDE WINDOWS

Plan Official/Social Seating Arrangements
805C-LE3-1028

Conditions: Given a requirement to arrange the seating of individuals at an official or social function and access to:

- a. DA Pam 600-60.
- b. Local SOP.
- c. The type of functions to be given.
- d. The guest list.
- e. Standard office supplies and equipment.

Standards: Arrange the seating of individuals for the type of function to be given.

Performance Steps

1. Arrange the guest list in the order of precedence by rank and/or title or position.
2. List the wives as well as the husbands.
3. Make place cards for each guest.
 - a. Spell all names accurately.
 - b. Write legibly.
4. Choose the correct seating arrangement by taking into consideration the number of guests, the type of function, and the facilities to be used.
5. Prepare a seating chart listing the individual names in their proper places.
 - a. Seat the host and hostess in their proper places.
 - b. Seat the guests of honor in their proper places.
 - c. Seat the wives according to the rank of their husbands.
 - d. Alternate the seating positions of the men and women.
6. Review the seating chart against the order of precedence list.

Evaluation Preparation: Evaluate the soldier's performance of this task by using the following method: on-the-job demonstration. If the task is performed on the job, allow the soldier to perform the task using the materials listed in the CONDITIONS statement above. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO NO GO

1. Arranged the guest list in the order of precedence by rank and/or title or position.
2. Listed the wives as well as the husbands.
3. Made place cards properly.
4. Spelled all names accurately.
5. Chose the correct seating arrangement by taking into consideration the number of guests, the type of function, and the facilities to be used.
6. Prepared a seating chart listing the individual names in their proper places.
7. Reviewed the seating chart against the order of precedence list.

Evaluation Guidance: Score a GO if the soldier passes (P) all performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong and how to correct it.

References

Required

DA PAM 600-60

Related

SOFTWARE-OFFICE

Subject Area 5: Postal Service Center Administration

Operate a Postal Service Center
805C-LF5-1532

Conditions: Given the following:

1. Department of the Army (DA) Form 3955, Change of Address and Directory Card.
2. DD Form 2258, Temporary Mail Disposition Instructions.
3. DD Form 2262, Receptacle Record Card.
4. DD Form 2263, Mailing Address/Combination Notice.
5. Postal Service (PS) Form 3801, Standing Delivery Order.
6. PS Form 3849, Delivery Notice/Reminder/Receipt.
7. PS Form 3907, Mail Pickup Notice (Card).
8. Department of Defense (DoD) 4525.6-M Postal Manual.
9. Mail Receptable Name Label.
10. Articles awaiting delivery.

Standards: Issue a mail receptacle, close a mail receptacle and deliver mail that is too large for the receptacle to the individual addressee.

Performance Steps

1. Issue an advance receptacle.
 - a. Complete DD Form 2262.
 - (1) Place a check mark in the box marked not on file.
 - (2) Print the name of the receptacle holder.
 - (3) Print the date issued.
 - b. Label the bottom of the receptacle with the receptacle holders box number, last name and the first letter of his/her name.
 - c. Complete DA Form 3955.
 - (1) Print receptacle holders name, grade and social security number.
 - (2) Print new organization, box number, old mailing address and date departed old organization.
 - (3) Annotate the estimated arrival date in the remarks section.
 - (4) File the card alphabetically by last name.
 - d. Complete DD Form 2258.
 - (1) Draw a diagonal line in red from corner to corner.
 - (2) Print the receptacle holders name and receptacle number.
 - (3) Place an x in the box marked "ADV ASG".
 - (4) Place an x in the box marked "hold all mail".
 - (5) Print the sponsors name, unit, duty phone and the receptacle holders estimated arrival date in the block marked special instructions.
 - (6) Print the receptacle holders complete mailing address on the reverse side of DD Form 2258.

NOTE: Ensure the mail clerk signs his/her name in the box marked signature and print the date in the appropriate box.

2. Issue receptacle for personnel assigned to your unit.
 - a. Complete DD Form 2262.
 - (1) Place a check mark in the box marked not on file.
 - (2) Print the name of the receptacle holder.
 - (3) Print the date issued.
 - b. Label the bottom of the receptacle with the receptacle holders box number, last name and the first letter of his/her name.

Performance Steps

- c. Complete DA Form 3955.
 - (1) Print receptacle holders name, grade and social security number.
 - (2) Print new organization, box number, old mailing address and date departed old organization.
 - (3) File the card alphabetically by last name.

NOTE: Ensure the mail clerk signs his/her name in the box marked signature and print the date in the appropriate box.

- 3. Close a receptacle for personnel departing your unit.
 - a. Complete DD Form 2262.
 - (1) Annotate the date the receptacle was closed.
 - (2) Annotate the date the combination was changed.
 - b. Complete DA Form 3955.
 - (1) Annotate the purge date.
 - (2) Annotate the new mailing address.
 - (3) Annotate the date due to the new organization.
 - (4) Annotate the headquarters issuing orders, order number and the order date.
- 4. Deliver accountable mail that is too large for the receptacle.
 - a. Complete PS Form 3849.
 - (1) Print the article number, today's date and sender's name in the blocks provided.
 - (2) Indicate location of the post office.
 - (3) Place an X in the box marked "present at time of delivery".
 - (4) Place an X in the appropriate box to indicate the type of article.
 - (5) Place an X in the appropriate box to indicate the type of special service.
 - (6) Print the addressee name and address.
 - (7) Ensure individual signs his/her name in the block marked "received by".
 - (8) Indicate the date and time for pick up on the reverse side of form.
 - (9) Place form inside of the receptacle holders box.
 - b. Annotate the shelf letter, box number and today's date on the side of the article. Example B-201-22.
- 5. Deliver ordinary mail that is too large for the receptacle.
 - a. Prepare PS Form 3907.
 - (1) Place an X in the box marked "article is too large for your box".
 - (2) Annotate the shelf number, the day, month, year, box number, and last name of the receptacle holder on the reverse side of the form.
 - (3) Place form inside of the receptacle holders box.
 - b. Annotate the shelf letter, box number and today's date on the side of the article. Example B-201-22.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

- 1. Issued an advance receptacle.
- 2. Issued receptacle for personnel assigned to your unit.
- 3. Closed a receptacle for personnel departing your unit.
- 4. Delivered accountable mail that is too large for the receptacle.
- 5. Delivered ordinary mail that is too large for the receptacle.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References**Required**

DA FORM 3955
DD FORM 2258
DD FORM 2262
DOD 4525.6-M
USPS FORM 3801
USPS FORM 3849
USPS FORM 3907

Related

Postal Security
805C-LF5-1555

Conditions: You are in a Post Office Operations Section and have mail that needs to be processed and dispatched. You have been notified of a mail transport truck that has had an accident. You have DoD 4525.6-M (Department of Defense Postal Manual) and DD Form 1384 (Transportation Control and Movement Document) readily available for reference.

Standards: Provide Postal Security to all mail needing processed without losing or misdirecting any of the letters or parcels.

Performance Steps

1. Protect the mail from loss, theft, tampering, damage and compromise during all phases of processing and transportation by:
 - a. Ensure the mail is not tendered to any carrier that cannot guarantee mail security.
 - b. Use a closed body vehicle to transport mail between postal activities or carrier facilities on or off the installation.

NOTE: If the driver of the transport vehicle is not a designated Postal Clerk and has a key or combination lock to secure the vehicle, then a tin-band seal (0817-C) will be affixed to the secured doors to maintain integrity of the shipment. If a designated clerk serves as a mail guard and accompanies the shipment, or if the vehicle driver does not have access to the key or lock combination, a tin-band seal is not required.

- c. Seal sea-van mail containers with a tin-band seal and heavy gauge wire, tightly twisted and clipped off close to the end of the twist.
 - d. Process DD Form 1384 for sea-van containers.

NOTE: If an open-bodied type vehicle is used, the mail guard will ride in the body of the truck and maintain visual contact with the mail at all times. The mail will be protected from the elements (inclement weather). If the mail shipment contains Registered Mail, then a tin-band seal is mandatory along with the key or combination lock on a closed body vehicle. An open-bodied vehicle will not be used for Registered shipments.

2. Recover mail from the accident scene (if necessary).
 - a. Coordinate the recovery of mail with the appropriate authorities.
 - b. Assist in the recovery of the mail.
 - c. Return mail to the postal channels as quickly as possible.
 - d. Report the incident to Military Postal Service Agency (Atlantic or Pacific) (MPSA) immediately.

NOTE: If the mail has been destroyed or will be excessively delayed, provide an information copy to the servicing Joint Military Postal Activity (JMPA).

- e. Obtain the manifest if possible, if not, send messages to all terminals through which the carrier operated to obtain the makeup of the mail on board.
 - f. Ensure the area is searched, and recover all mail, mail equipment, and mail fragments.
 - g. Make prior arrangements to gain access and approval necessary to enter the accident site.
 - h. Determine the extent of loss or damage to mail.
 - i. Redispatch undamaged mail to the proper destination.
 - j. Redispatch damaged but deliverable mail and ensure undeliverable mail is handled properly.
 - k. Destroy undeliverable mail of no obvious value per the DMM (Domestic Mail Manual) Tab F-010 (reference(o)). Forward all undeliverable mail of obvious value to the appropriate Mail Recovery Center.
 - l. Notify patrons, through the daily bulletin or other news media, of the damage or loss of mail. Provide patrons with instructions for processing claims.
 - m. Report the facts to dispatching activity whose Registered mail was lost. The activity will inform the individual mailer of the loss.
 - n. Write reports that include specific comments on the prospects for later recovery and possible compromise of classified material.
 - o. Submit an interim report of the incident to the MPSA by message or letter, every 15 days subsequent to the accident and until final disposition of all mail.

Performance Steps

3. Deliver mail to mobile units.
 - a. Preposition mail in advance of the arrival of units near an existing U.S. activity, (U.S. Embassy, U.S. Consulate, MPSA, etc.)
 - b. Deliver closed-mail dispatches, except Registered mail, to the local postmaster, postal administration, or air carrier, as appropriate, in any Universal Postal Union (UPU) member country, and request the mail be transmitted to a representative of the United States.
 - c. Utilize U.S. carriers when available, if not available, dispatch mail through host-country postal administration in accordance with the UPU.
 - d. Upgrade SAM mail, if necessary, if it cannot be moved in time to meet scheduled port call date of a mobile unit.
4. Obtain information from the United States Postal Service (USPS) and JMPA for the timely routing of mail to all Military Postal Service (MPS) activities for both fixed and mobile units.
5. Assist Commanders in providing the necessary information to JMPA regarding delivery of unit mail during mobilization.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Protected the mail from loss, theft, tampering, damage and compromise during all phases of processing and transportation.
2. Recovered mail from the accident scene (if necessary).
3. Delivered mail to mobile units.
4. Obtained information from the USPS and JMPA for the timely routing of mail to all MPS activities for both fixed and mobile units.
5. Assisted Commanders in providing the necessary information to JMPA regarding delivery of unit mail during mobilization.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required
DD FORM 1384
DOD 4525.6-M

Related

Prepare Claims and Inquiry Forms
805C-LF5-1420

Conditions: Given the following:

1. PS Form 1510 (Mail Loss/Rifling Report).
2. PS Form 1000 (Domestic Claim or Registered Mail Inquiry).
3. PS Form 3831 (Receipt for Article(s) Damaged in Mails).
4. PS Form 6401 (Domestic Money Order Inquiry).
5. PS Form 3533 (Application and Voucher for Refund of Postage, Fees and Services).
6. Standard United States Postal Service (USPS) supplies and equipment.
7. Domestic Mail Manual (DMM).
8. Department of Defense (DoD) 4525.6-M Postal Manual.
9. Postal Operations Manual (POM).

Standards: Process claims and inquiry forms and mail to the respective postal agency within a five day window. Maintain 100% accountability of claims and inquiry records and articles of mail associated to the claim.

Performance Steps

1. Assess and determine the nature of the claim or inquiry.
2. Select the proper form(s) for processing the inquiry or indemnity claim.
3. Ensure that the customer has completed the inquiry or indemnity claim form(s) correctly. (Assist, if necessary.)
4. Complete the post office's portion of the inquiry or indemnity claim form(s) correctly.
5. Return the customer's copy of the inquiry or indemnity claim form.

NOTE: If the article associated with the claim is determined to have salvageable value then fill out PS Form 3831(Receipt for Article(s) Damaged in Mails) in duplicate and give the duplicate copy to the customer. Secure the article and original PS Form 3831 in the Claims room until the claim is resolved.

6. Advise the customer to maintain a copy of the claim or inquiry form, and/or article of mail in question, until notified of a ruling from the USPS or the servicing Post Office.
7. File indemnity claim and inquiry records by type and maintain until paid or resolved. They files must be kept in the files an additional two calendar years.

Evaluation Preparation: Supervisors can have the soldier perform the task on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Assessed and determined the nature of the claim or inquiry.
2. Selected the proper form(s) for processing the inquiry or indemnity claim.
3. Ensured that the customer completed the inquiry or indemnity claim form(s) correctly. (Assisted, if necessary.)
4. Completed the post office's portion of the inquiry or indemnity claim form(s) correctly.
5. Returned the customer's copy of the inquiry or indemnity claim form.

Performance Measures

GO NO GO

- 6. Advised the customer to maintain a copy of the claim or inquiry form, and/or article of mail in question, until notified of a ruling from the USPS or the servicing Post Office.
- 7. Filed indemnity claim and inquiry records by type and maintained until paid or resolved.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

- DMM
- DOD 4525.6-M
- POM
- USPS FORM 1000
- USPS FORM 1510
- USPS FORM 3533
- USPS FORM 3831
- USPS FORM 6401

Related

Prepare Mail Transportation Documentation
805C-LF5-1221

Conditions: Given the following:

1. Standard United States Postal Service (USPS) equipment and supplies.
2. USPS Handbook T-7.
3. Postal Service (PS) Form 2942-A (Military Mail AV-7 Delivery List).
4. PS Form 2759 (Report of Irregular Handling of Mail).
5. Department of Defense (DD) Form 1372 (Mail Manifest).
6. DD Form 1384 (Transportation Control and Movement Document (TCMD)).
7. Department of Defense (DoD) 4525.6-M Postal Manual.
8. Information regarding mail shipments and type of transport.

Standards: Document mail shipments properly by obtaining a receipt for mail that is dispatched, report irregular handling of military mail, and completing the following forms:

PS Form 2942-A.
DD Form 1372.
DD Form 1384.
PS Form 2759.

Performance Steps

1. Select the appropriate movement document to dispatch the mail.
 - a. PS Form 2942.
 - b. DD Form 1372.
 - c. PS Form 2759.
 - d. DD Form 1384.
2. Enter appropriate information when you prepare DD Form 1372 in blocks 1 thru 6 of the heading.
 - a. Block 1: dispatching office postal designation.
 - b. Block 2: leave blank.
 - c. Block 3: receiving office postal designation.
 - d. Block 4: leave blank.
 - e. Block 5: current date (YY/MM/DD).
 - f. Block 6: the local time.
3. Enter each piece count and weight in kilograms in the respective columns for each class of mail.
4. Enter the total number of piece and weights annotated in kilograms.
5. Enter the flight, train or truck number in the appropriate block. Do not forget to enter a seal number if transporting by truck.
6. Enter the signature and grade of the dispatcher on applicable transportation form.
7. Obtain the mail guard's signature. Give the original and a copy to the mail guard and retain a suspense copy in post office files for suspense.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO **NO GO**

1. Selected the appropriate movement document to dispatch the mail by military vehicle.

Performance Measures

GO **NO GO**

2. Entered appropriate information when preparing DD Form 1372 (Mail Manifest) in blocks 1 thru 6 of the heading.
3. Entered piece count and weight in kilograms in the respective columns for each class of mail.
4. Entered the number of pieces and weight in kilograms for each category of mail.
5. Entered the flight, train or truck number in the appropriate block. Entered the seal number for the truck container.
6. Signed and entered grade as the dispatcher in Block 20.
7. Obtained the mail guards signature in block 21. Gave the original and one copy to the mail guard and retained a suspense copy.

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any applicable performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DD FORM 1372
 DD FORM 1384
 DOD 4525.6-M
 USPS FORM 2759
 USPS HANDBOOK T-7

Related

Maintain Postal Supplies
805C-LF5-1240

Conditions: Given the following:

1. USPS Form 1586 (Supply Record).
2. USPS Form 7380 (Material Distribution Center Supply Requisition).
3. Information regarding current stock level of supplies on hand and maximum levels allowed.
4. Department of Defense (DoD) 4525.6-M Postal Manual.
5. DoD 4525.6-C (Postal Supply Catalog).

Standards: Inventory postal supplies. Ensure items are issued, ordered and received if necessary.

Performance Steps

1. Conduct an inventory on all supplies that you currently have on hand.
2. Prepare USPS Form 1586 for each item and annotate the amount on hand.
3. Determine minimum and maximum levels for each item.
4. Make proper annotations on PS Form 1586 when issuing, receiving, or ordering items.
5. Prepare USPS Form 7380 for signature.
 - a. Print or type your complete mailing address.
 - b. Annotate the finance number, FEDSTRIP address code, Julian date, requisition number and page number in the appropriate blocks.
 - c. Annotate the name, quantity, unit of issue and the description of each item listed.
 - d. Provide name, signature and date in the authorizations column of the form.
6. Mail USPS Form 7380 to supporting MDC.

Evaluation Preparation: To evaluate a soldier's performance on the job, the soldier should perform the task, using the materials which appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Conducted an inventory of supplies that were currently on hand.
2. Prepared USPS Form 1586 for each item.
3. Determined minimum and maximum levels for each item.
4. Made proper annotations on USPS Form 1586 when inventorying, issuing, receiving, and ordering items.
5. Prepared the USPS Form 7380 for signature.
6. Mailed USPS Form 7380 to supporting MDC.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required
DOD 4525.6-C
DOD 4525.6-M

Related

References
Required
USPS FORM 7380

Related

Conduct Postal Directory Functions
805C-LF5-1230

Conditions: Given the following:

1. Several pieces of undeliverable as addressed mail.
2. Directory File (DA Form 3955 (Change of Address and Directory Card).
3. PS Form 3579 (Undeliverable Standard Mail (A) and (B).
4. United States Postal Service (USPS) Envelope EP-1865D (Postage Due envelope).
5. USPS Publication (PUB)65A.
6. Department of Defense (DoD) 4525.6-M Postal Manual.
7. DoD 4526.6-L-2 (Military Post Office Distribution Scheme).
8. DoD 4535.6-L-1 (Military Post Office Location List).

Standards: Process directory mail received from the unit mail clerks and other sources, maintain the directory file on all persons served by the military, endorse mail accordingly, dispatch mail if necessary and put directory service stamp on back of mail.

Performance Steps

1. Receive undeliverable mail from within the post office.
2. Screen the articles of undeliverable mail returned by the unit mail clerks to ensure the articles are being properly endorsed.
3. Determine if the articles of mail are entitled to directory service.
4. Back stamp each article of undeliverable mail processed through the directory to indicate the date received.
5. Provide directory assistance for undeliverable accountable mail.
6. Look for the directory file card starting with the last name first.
7. Determine the proper endorsement and disposition for each piece of mail that is undeliverable.
 - a. Write the forwarding address on the bottom left if the mail is to be forwarded
 - b. Draw a diagonal line through the old address and a straight line through the bar code if the mail is to be forwarded or returned to sender.
8. Process scheme mail (mail which does not contain the minimum required information).
9. Prepare mail for dispatch according to its class.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, the supervisor uses the evaluation guide to score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Received undeliverable mail from within your post office.
2. Determined if the articles of mail were entitled to directory service.
3. Screened the articles of undeliverable mail returned by the unit mail clerks to ensure that the articles were being properly processed and endorsed.
4. Back stamped each article of undeliverable mail processed through the directory to indicate the date received.

Performance Measures

GO NO GO

5. Provided directory assistance for undeliverable accountable mail.
6. Determined the proper endorsement and disposition for each piece of mail that was undeliverable.
7. Processed scheme mail (mail which did not contain a complete address, APO number, or Zip Code).
8. Prepared mail for dispatch according to its class.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DA FORM 3955
DOD 4525.6-M
DOD 4525.6-M-L-2
DOD REG 4525.6-L-1
EP-1865D
USPS FORM 3579
USPS PUB65A

Related

Report Suspected Postal Incidents
805C-LF5-1526

Conditions: Given the following:

1. A Post Office.
2. Suspected postal incidents.
3. Department of Defense (DoD) 4525.6-M Postal Manual.

Standards: Report suspected postal incidents within 72 hours of discovery.

Performance Steps

1. Report postal incidents by using procedures and actions outlined in the tables on pages 328 and 329 in Chapter 14 of DoD 4525.6-M:
 - a. Report the mailing of illegal drugs or other prohibited matter.
 - b. Report incidents of theft, rifling, delay, destruction, or interception of mail while under the jurisdiction or custody of the Military Postal Service (MPS), at all levels.
 - c. Report alteration, destruction, or other unauthorized disposition of postal records.
 - d. Report the use of mail to defraud.
 - e. Report incidents of robbery, burglary, or forceful entry of military postal activities, or USPS facilities located on military installations operated by military personnel.
 - f. Report incidents of abuse or unauthorized use of MPS privileges (ie., allowing unauthorized personnel to use your address to receive mail).
 - g. Report theft, destruction, manipulation, misappropriation, or embezzlement of postal funds, blank Money Orders (MOs), MO imprinters, mail keys, stamps, and stamped paper, including postage meters, value imprinters, or postmarking devices.
 - h. Report incidents of altering, counterfeiting, forging, or fraudulently passing MOs and other postal paper.

NOTE: Do not report Military Post Office (MPO) postal losses when immediate restitution is made, unless criminal intent is suspected.

2. Send an initial report of the postal incident to the Military Postal Service Agency (MPSA) within 72 hours of discovery.
 - a. Notify the appropriate military investigative agency immediately upon discovery of incident.
 - b. Send quarterly follow-up reports to the MPSA until a final disposition of the incident is reached.
3. Report damage as a result of natural disaster, terrorist or enemy action to the MPSA within 72 hours.
 - a. Inventory the accountable mail and assess any other loss or damage to mail and postal effects.
 - b. Audit accounts and inventory all assigned postal effects.
 - c. Requisition postal supplies and MO forms on an emergency basis in sufficient quantities to restore service.
 - d. Send an initial audit and inventory report to MPSA within 72 hours.
 - e. Send a follow-up or final report indicating the complete audit and inventory results.
4. Report stamp stock and postage meter shortages using the following guidance:
 - a. Submit a postal offense report if the shortage results from possible criminal intent or the individual refuses to make restitution.
 - b. Report shortages that will generate a PS Form 1098 (Financial Adjustment Memo (FAM)) as a postal offense.

NOTE: Do not submit a postal offense report if the accountable individual initiates pay adjustment action.

5. Report Money Order fund shortages using the following guidance:
 - a. Submit a postal offense report if voluntary restitution is not made or criminal intent is suspected.

Performance Steps

- b. Report shortages discovered due to the acceptance of counterfeit currency on that business day in the remarks section of the PS Form 6019 (Tape Listing).
- c. If blank MOs are lost, destroyed, or stolen, report the incident as a possible postal offense.
- d. MOs recovered that have been reported lost or stolen shall not be issued; hold until disposition instructions are received from the MPSA.

NOTE: Do not submit a postal offense report if shortages occur due to simple error, carelessness, or negligence without criminal intent and the responsible individual makes restitution at the time the shortage is discovered.

Evaluation Preparation: Have the soldier perform the task on the job. (There is no performance test for this task.) Allow the soldier to use the materials listed in the CONDITIONS statement above. Evaluate the soldier, using the evaluation guide. Score each performance measure PASS (P) or FAIL (F) as determined by the soldier's performance.

Performance Measures

GO **NO GO**

- 1. Reported postal incidents by using procedures and actions outlined in the tables on pages 328 and 329 in Chapter 14 of DoD 4525.6-M.
- 2. Sent an initial report of the postal incident to the Military Postal Service Agency (MPSA) within 72 hours of discovery.
- 3. Reported damage as a result of natural disaster, terrorist or enemy action to the MPSA within 72 hours.
- 4. Reported stamp stock and postage meter shortages.
- 5. Reported Money Order fund shortages.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References	
Required	Related
DOD 4525.6-M	

Subject Area 6: Postal Finances

Maintain Stamp Stock
805C-LF5-1212

Conditions: Given the following:

1. One (1) PS Form 3369, Consigned Credit Receipt.
2. Two (2) PS Form 17, Stamp Requisition.
3. All Purpose Dating Stamp (APDS) and stamp pad.
4. Calculator.
5. Department of Defense 4525.6-M (DoD 4525.6-M) Postal Manual.

Standards: Maintain the stamp stock by filling out the correct forms for issuing stamp credit accounts, ordering stamps, documenting daily balance of stamp stock and recording the daily balance of stamp stock on hand.

Performance Steps

1. Determine when the stamp stock would be replenished.
 - a. Whenever the amount of cash on hand exceeds 25 percent of the total fixed credit.
 - b. At least once a week, even if the cash on hand does not exceed the 25 percent limit.
2. Prepare PS Form 17 to requisition stamp stock.
 - a. If hand carried, prepare two copies.
 - b. If mailed, prepare three copies.
3. Submit the PS Form 17 to requisition stamp stock.
4. Process the filled requisition with a copy of the PS Form 17, report any discrepancies.
 - a. Impression of the command APDS stamp.
 - b. Signature of the person making the requisition and the signature of the person filling the order.
 - c. A list of the items that are being ordered.
 - d. The grand total of requisition.
5. Keep the stamp stock funds separate from other funds unless otherwise directed.
6. Keep stamp stock out of reach of customers and other clerks during the business day, and in authorized, locked receptacles when not in use.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Determined when the stamp stock should be replenished.
2. Prepared a PS Form 17 to requisition stamp stock.
3. Submitted the PS Form 17 to requisition stamp stock.
4. Processed the filled requisition with a copy of the PS Form 17, reported any discrepancies.
5. Kept stamp stock funds separate from other funds unless otherwise directed.

Performance Measures**GO NO GO**

6. Kept stamp stock out of reach of customers and other clerks during the business day, and in authorized, locked receptacles when not in use.

Evaluation Guidance: Score a GO if the Soldier passes (P) all performance measures. Score a NOGO if the Soldier fails (F) and performance measure. If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References**Required**

DOD 4525.6-M
USPS FORM 17
USPS FORM 3369

Related

Sell Domestic Postal Money Orders
805C-LF5-1213

Conditions: Given the following:

1. Ten (10) blank Money Order form sets.
2. Department of Defense (DoD 4525.6-M) Postal Manual.

Standards: Sell Domestic Money Orders accessing the correct fee for the money order, verifying the customer is authorized to use the Military Post Office (MPO), arranging the money order in the correct sequence to issue it, spoil the money order, recognize an altered or damaged money order, secure money orders, store money orders, advise customers about money orders, and report any money order situations.

Performance Steps

1. Verify the customer's authorization to use the military post office.
2. Verify the dollar amount of the money order requested does not exceed \$1,000.00.
NOTE: More than one money order is required to complete money order transactions over \$1000.00.
3. Select the next blank money order in numerical sequence.
4. Process the money order.
 - a. Set correct date on the money order imprinter.
 - b. Set the money order imprint to the desired dollar amount.
 - c. Imprint money order.
 - d. Remove imprinted money order form set.
 - e. Return the "amount" keys of the imprinter back to their asterisk positions.
 - f. Examine money order set to ensure the date, MPO number and amount are legible on all copies.
5. Perform the required corrective measures if an error is made before issuing the money order to the customer.
 - a. Print the word "spoiled" in the "Pay To" or "Purchased By" block on the face of the money order.
 - b. File the spoiled money order behind all retained money order vouchers.
 - c. Destroy the money order voucher and customer receipt.
 - d. Prepare a replacement money order (starting with performance step 4).
6. Detach and file the money order voucher in numerical sequence.
7. Collect the amount of the money order, plus fee, from the customer.
8. Give the customer the rest of the form set (customer's receipt and money order).
9. Advise the customer to:
 - a. Maintain the receipt.
 - b. Complete the "Pay To" and "Purchased By" blocks immediately.
 - c. Avoid writing and/or attaching anything to the top third copy of the money order.
10. Perform the required corrective measures when an error (made by the clerk or customer) is discovered and the money order is returned on the date of purchase.
 - a. Print the word "spoiled" in the "Pay To" or "Purchased By" block on the face of the money order.
 - b. So not intermingle the "Spoiled" money order with the retained money order vouchers.
 - c. Destroy the money order voucher and customer receipt.

Performance Steps

- d. Reissue a new money order charging no fee. (If the customer's receipt is NOT recovered, the clerk must charge the customer a money order fee.)
 - 11. Perform the required corrective measures when an error is discovered and the money order is returned after the date of purchased.
 - a. Recover, if possible, the customer's receipt and annotate it with "Replaced by Money Order, Serial No. _____."
 - b. Obtain customer's signature and ID information on the back of the money order.
 - c. Place an impression of the APDS and his/her initials on the reverse of the money order.
 - d. Cash money order. (Do not spoil the money order.)
 - e. Reissue a new money order charging "no fee".
- NOTE: If the customer's receipt is NOT recovered, the clerk must charge the customer a money order fee.
- 12. Keep money orders, money order funds, etc., out of reach of customer and other clerks while in use. (Secure these items in an authorized, locked receptacle when not being used.)
 - 13. Report or correct any peculiar or abnormal money order business situation.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures**GO NO GO**

- 1. Verified customer's authorization to use the military post office.
- 2. Verified dollar amount of the money order requested did not exceed \$1,000.00.
- 3. Selected next blank money order set in numerical sequence.
- 4. Processed money order.
- 5. Performed the required corrective measures if an error was made before issuing the money order to the customer.
- 6. Detached and filed the money order voucher in numerical sequence.
- 7. Collected the amount owed from the customer.
- 8. Gave the customer the money order and customer receipt.
- 9. Advised the customer to maintain the customer receipt in a safe location until the money order is cashed.
- 10. Performed the required corrective measures when an error (made by the clerk or customer) was discovered and the money order is returned on the dated of purchase.
- 11. Performed the required corrective measures when an error was discovered and the money order was returned after the date of purchased.
- 12. Kept money orders, money order funds, etc., out of reach of customers and other clerks while in use.
- 13. Reported or corrected any peculiar or abnormal money order business situation.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure,

show what was done wrong and how to do it correctly. Performance measures 5, 10, and 11. If errors were NOT made during the actual performance of selling money orders score the soldier PASS on the performance measures NOT performed.

References

Required

DOD 4525.6-M

USPS MONEY ORDER FORM SET

Related

Cash Domestic Postal Money Orders 805C-LF5-1214

Conditions: Given the following:

1. Current listing of Missing or Stolen Money Orders from the USPS Postal Bulletin.
2. Department of Defense (DoD) 4525.6-M Postal Manual.

Standards: Cash Domestic Money Orders by accessing the correct fee for the money order, verifying the customer is authorized to use the Military Post Office (MPO), reviewing the current listing of Missing or Stolen money orders from the United States Postal Service (USPS) Postal Bulletin, arranging the money order in the correct sequence to issue it, spoil the money order, recognize an altered or damaged money order, secure money orders, store money orders, advise customers about money orders, and report any money order situations.

Performance Steps

1. Determine if there are sufficient funds on hand to cash the money order.
 2. Examine money order for completeness and acceptability.
 - a. Does not exceed \$1000.00.
 - b. No appearance of alteration or erasure.
 3. Check the current missing, lost, or stolen U.S. Money Order forms list from the latest Postal Bulletin to verify that the money order is not listed.
 4. Check that the customer is the payee, endorsee, or purchaser.
- NOTE: Depending upon the circumstance, either Performance Measure 5 or 6 will be performed.
5. Have the customer(s) (purchaser or payee) sign on the reverse side of the money order.
 - a. One signature is required for a single payee.
 - b. One signature (either) is required if the word "or" is used between the names of the payees
 - c. Both signatures (two) are required if no word or symbol is used between the names of the payees.
 - d. Both signatures (two) are required if the word "and" or the symbol "&" is used between the names of the payees.
 6. Have the customer (third party endorsee) sign on the reverse side of the money order below the payee's signature.
 7. Use the customer's identification card or valid passport (ID number, photograph, and signature) to ensure positive identification of the customer. (Social security cards are NOT acceptable.)
 8. Annotate the reverse side of the money order with the identification card or passport number.
 9. Place an impression of the All Purpose Dating Stamp (APDS) and initial in the third block on reverse side of money order.
 10. Give the customer cash for the money order.

Evaluation Preparation: Supervisors can have the soldier perform the task on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Determined that there are sufficient funds on hand to cash the money order.

Performance Measures

GO NO GO

2. Examined money order for completeness and acceptability.
 3. Checked the current missing, lost, or stolen U.S. Money Order forms list from the latest Postal Bulletin, verified that the money order is not listed.
 4. Checked that the customer is the payee, endorsee, or purchaser.
- NOTE: Depending upon the circumstance, the clerk will be evaluated on either Performance Measure 5 or 6. Score a PASS on the performance measure **not** evaluated.
5. Had the customer(s) (purchaser or payee) sign on the reverse side of the money order.
 6. Had the customer (third party endorsee) sign on the reverse side of the money order below the payee's signature.
 7. Used the customer's identification card or valid passport (ID number, photograph, and signature) to ensure positive identification of the customer. (Social security cards were NOT acceptable.)
 8. Annotated the reverse side of the money order with the identification card or passport number.
 9. Placed an impression of the All Purpose Dating Stamp (APDS) and initialed in the third block on reverse side of money order.
 10. Gave the customer cash for the money order.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DOD 4525.6-M
USPS POSTAL BULLETIN

Related

Prepare Money Order Report 805C-LF5-1215

Conditions: Given the following:

1. Ten (10) blank Money Order form sets.
2. Postal Money Order Imprinter.
3. Current listing of Missing or Stolen Money Orders from the United States Postal Service (USPS) Postal Bulletin.
4. Domestic Postal Money Orders to be cashed.
5. PS Form 6019 (Report of Money Order Business).
6. All Purpose Dating Stamp (APDS).
7. Calculator with tape.
8. Department of Defense (DoD) 4525.6-M Postal Manual.
9. Mailing envelope.
10. One (1) Label 200.
11. PS Form 1096 (Cash Receipt).
12. PS Form 3854 (Register List).

Standards: Arrange money order vouchers properly. Arrange "spoiled" money orders, and "paid" money orders behind money order vouchers. Determine total fees collected (excluding "no fee" money orders) and multiply by current fee. Prepare two (2) verification tapes. Count cash on hand and compare with verification tapes. Prepare PS Forms 6019 (Report of Money Order Business), PS Form 1096 (Cash Receipt), and PS Form 3854 (Register List). Assemble money order report. Mail money order report.

Performance Steps

1. Ensure that the money order vouchers/spoiled money orders (if any) are arranged in numerical sequence and paid money order(s) (if any) are arranged behind the vouchers.
2. Determine the total fees collected by counting the number of money orders sold (excluding "no fee" money orders) and multiply by current fee.
3. Prepare two verification tapes (adding machine or IRT) using the money order vouchers and computed money order fees, "paid" and "spoiled" money orders (when applicable).
 - a. Make All Purpose Dating Stamp (APDS) impression.
 - b. Certify verification tapes with signature.
4. Count the cash on hand and make certain the total cash agrees with the total shown on the verification tape.
5. Prepare PS Form 6019 (Report of Money Order Business).
 - a. Obtain blank PS Forms 6019 in sufficient copies to ensure there is one for each physically separated location that handles the report.
 - b. The heading.
 - c. Section I, Money Orders Issued.
 - d. Section II, Paid Money Orders and Checks Included in Summary.
 - e. Section III, Cash Summary.
 - f. "Remarks" section.
 - g. "Certified to be correct" block.
 - h. "Postmark" block.
6. Ensure money order report is assembled correctly for hand carrying or mailing to the verifying official or Custodian of Postal Effects (COPE).
 - a. Verification tapes.
 - b. Money order vouchers arrange in numerical sequence, followed by "spoiled" and "paid" money orders.

Performance Steps

- c. Funds (cash, check).
- d. PS Form 6019.
7. Prepare, in duplicate, PS Form 1096 (Cash Receipt), for funds, checks, travelers checks and paid money orders when the money order report is hand carried to the verifying official or COPE.
8. Mail money order report via register USPS indicia mail if not personally delivered by:
 - a. Have a witness sign the report in the "Remarks" section of PS Form 6019, certifying that the contents are intact at the time it is registered.
 - b. Annotate the unit's file copy of the PS Form 6019 with the registry number.
 - c. Prepare the shipment in the prescribed manner (when submitting cash).
 - d. Place a,b,and c from step six above on top of d then fold twice so the 6019 will fit in the legal envelope. Seal the envelope.
 - e. Annotate the inner envelope with the endorsement "Open in the Presence of a Witness."
 - f. Initial (clerk and witness) across the flap intersections of the inner envelope containing the money order report.
 - g. Place report in mailing envelope that is properly addressed to the COPE of your organization.
 - h. Fill out PS Form 3854 (Register List) with registered number from mailing envelope and deliver to the Registry Clerk.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Ensured that the money order vouchers/spoiled money orders (if any) were arranged in numerical sequence and paid money order(s) (if any) were behind the vouchers.
2. Determined the total fees collected by counting the number of money orders sold (excluding "no fee" money orders) and multiplied by current fee.
3. Prepared two verification tapes (adding machine or IRT) using the money order vouchers and computed money order fees, "paid" and "spoiled" money orders (when applicable).
4. Counted the cash on hand and made certain the total cash agreed with the total shown on the verification tape.
5. Prepared PS Form 6019.
6. Ensured money order report was assembled correctly for hand carrying or mailing to the verifying official or COPE.
7. Prepared, in duplicate, PS Form 1096 (Cash Receipt) for funds, checks, travelers checks and paid money orders when the money order report is hand carried to the verifying official or COPE.
8. Mailed money order report via register USPS indicia mail if not personally delivered.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DOD 4525.6-M
USPS EP390B
USPS FORM 1096
USPS FORM 3854
USPS FORM 6019
USPS LABEL 200
USPS MONEY ORDER FORM SET
USPS POSTAL BULLETIN

Related

Conduct Audit of Stamp Stock
805C-LF5-1217

Conditions: Given the following:

1. Postal Service (PS) Form 1096 (Cash Receipt).
2. Fixed Credit Account to be audited.
3. PS Form 3368 (Stamp Credit Examination Record).
4. PS Form 3369 (Consigned Credit Receipt) for the account to be audited.
5. Calculator with paper tape.
6. Multiple choice questions.
7. PS Form 3294 (Cash and Stamp Stock Count and Summary).
8. PS Form 3602-PO (Postage Collected Through Post Office Meter).
9. Department of Defense (DD) Form 885 (Money Order Control Record).
10. DoD 4525.6-M Postal Manual.

Standards: You must accurately compute the stamp stock and record the results on PS Form 3368.

Performance Steps

1. Identify the three types of audits used by the Military Postal Service.
 - a. Monthly Audit.
 - b. Quarterly Audit.
 - c. Special Audit.
2. Ensure audits are conducted at unscheduled and unannounced times.
 - a. Ensure accounts that are used to conduct window sales are audited at least monthly.
 - b. Ensure audits are conducted using PS Form 3294 (Cash and Stamp Stock Count and Summary).
3. Identify personnel authorized to conduct audits as follows:
 - a. Postal Finance Officers (PFO).
 - b. Custodian of Postal Effects (COPE).
 - c. MPO Supervisors.
 - d. Responsible Commanders.
 - e. Postal Officers.
 - f. USPS Inspectors or other USPS representatives of the Postmaster General.
 - g. Military Services or major command Inspector General (IG) teams.
 - h. DOD and Military Service's Audit Agencies, including Monies Audit Board Members. (A Command Monies Audit Board is a board of officers appointed by the Commanding Officer to conduct audits of all Government Funds including postal funds).
 - i. Persons whose duties are of an investigative nature, when authorized by responsible commander or the USPS for a specific purpose.
 - j. A disinterested officer or noncommissioned officer (NCO) appointed by the responsible commander.
 - k. Military Postal Service Agency (MPSA) personnel.
 - l. Postal Assistance Advisors.
 - m. Audit and inspection personnel designated by major commander.
4. Have the clerk close the finance window or be replaced by another clerk prior to beginning the audit. Advise the clerk that no exchange of currency or stamped paper will be allowed during the audit procedure.
5. Verify the issued amount of the clerk's stamp stock by reviewing the PS Form 3369 (Consigned Credit Receipt).

Performance Steps

6. Determine the tolerance amount depending on the stamp stock and funds the clerk was issued on the PS Form 3369. (The tolerance is the amount the window clerk can be either over or short. Tolerance limits apply only to fixed credits of finance clerks conducting window transaction with customers).
 - a. \$300.00 or less.....\$2.00.
 - b. \$300.00 thru \$1,000.00.....\$10.00.
 - c. \$1,000.00 thru \$5,000.00.....\$20.00.
 - d. \$5,000.00 thru above.....\$40.00.
 - e. Fixed credit being withdrawn.....NO TOLERANCE.
7. Audit Results. Overage and shortages within tolerance limits above are carried forward to the next audit. The disposition of overages and shortages in excess of the tolerance limits is as follows:
 - a. Collect the entire amount of overage to include the tolerance (as the auditor) and turn over to the Custodian of Postal Effects (COPE) . The COPE will prepare a PS Form 1096 (Cash Receipt) in duplicate. The clerk receives the original, the COPE retains the duplicate copy in the MPO files. Overages are remitted by the COPE to the Accountable Postmaster/PFO by check along with a copy of the audit.
 - b. Replace shortages to include the amount of tolerance (as the postal finance clerk) at the time of the audit.
8. Verify that all money orders are properly accounted for before auditing the fixed credit if the person being audited has money orders assigned. There is no tolerance limit for money order accounts. Verify the money orders issued against the DD Form 885 (Money Order Control Log). Verify the serial numbers of the money orders in the possession of the individual being audited.
9. Separate meter funds prior to auditing the fixed credit portion if the person being audited has a postage meter assigned. To do this subtract the current ascending from the descending reading shown of the postage meter from those shown on the clerk's copy of PS Form 3602-PO. Withdraw this amount from the clerk's account and set it aside until the audit is complete. This amount is audited separately and recorded on the PS Form 3294 (Cash and Stamp Stock Count and Summary).
10. Record the results of the audit on PS Form 3368 (Stamp Credit Examination Record).

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Identified the three types of audits conducted by the Military Postal Service.
2. Ensured that audits were conducted at unscheduled and unannounced times.
3. Identified the personnel authorized to conduct audits.
4. Had the clerk close the finance window or was replaced by another clerk prior to beginning the audit. Advised the clerk that no exchange of currency or stamped paper would be allowed during the audit procedure.
5. Verified the issued amount of the clerk's stamp stock by reviewing the PS Form 3369 (Consigned Credit Receipt).
6. Determined the tolerance amount depending on the stamp stock and funds the clerk was issued on the PS Form 3369. The tolerance is the amount the window clerk can be either over or short. Knew that tolerance limits apply only to fixed credits of finance clerks conducting window transactions with customers.

Performance Measures**GO NO GO**

7. Verified audited Results.
8. Verified that all money orders were properly accounted for before auditing the fixed credit if the person being audited had money orders assigned. There was no tolerance limit for money order accounts. Verified the money orders issued against the DD Form 885 (Money Order Control Log). Verified the serial numbers of the money orders in the possession of the individual being audited.
9. Separated meter funds prior to auditing the fixed credit portion if the person being audited had a postage meter assigned. To do this subtracted the current ascending from the descending reading shown of the postage meter from those shown on the clerk's copy of PS Form 3602-PO (Postage Collected Through Post Office Meter). This amount was withdrawn from the clerk's account and set aside until the audit was completed. This amount was audited separately and recorded on the Cash and Stamp Stock Count and Summary (PS Form 3294).
10. Recorded the results of the audit on PS Form 3368 (Stamp Credit Examination Record).

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any applicable performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly. (NOTE: There is zero tolerance for error when performing this task.)

References**Required**

DD FORM 885
 DOD 4525.6-M
 USPS FORM 1096
 USPS FORM 3294
 USPS FORM 3368
 USPS FORM 3369
 USPS FORM 3602-PO

Related

Operate a Postage Meter Machine

805C-LF5-1219

Conditions: Given the following:

1. Ascending and descending postage meter register readings at the beginning of the business day.
2. Ascending and descending postage meter register readings at the end of the business day.
3. PS Form 3602-PO (Postage Collected Through Post Office Meter).
4. Unused postage meter tape(s).
5. Information regarding the postage meter head.
6. Access to Department of Defense (DoD) 4525.6-M Postal Manual.

Standards: Operate a postage meter machine without error and fill out the PS Form 3602-PO without having to make corrections.

Performance Steps

1. Sign for Postage Meter Head from COPE on PS Form 3602-PO (Postage Collected Through Post Office Meter) verifying beginning ascending and descending amounts.
2. Initial PS Form 3602-PO on Meter Operator line and ensure the COPE initials the Supervisor line.
3. Maintain the triplicate copy of PS Form 3602-PO until the end of the business day.
4. Secure postage meter head on the meter base.
5. Change date.
6. Print "Zero" tape.
 - a. Verify the date and legibility of print.
 - b. Affix tape to the triplicate copy of PS Form 3602-PO.
7. Calculate the amount of postage due for the article(s).
8. Collect the required amount of postage and fee(s) required for the article(s).
9. Print postage meter tape(s).
10. Affix the postage meter tape(s) to the parcel(s) or letter(s) in the presence of the mailer at the time of transaction.
11. Affix all unused meter tapes to the triplicate copy of the 3602-PO and turn in to the COPE at the end of the business day.

Evaluation Preparation: Supervisors may evaluate a soldier's performance on the job. The soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Signed for Postage Meter Head from COPE on PS Form 3602-PO (Postage Collected Through Post Office Meter) verifying beginning ascending and descending amounts.
2. Initialed PS Form 3602-PO on Meter Operator line and ensured the COPE initialed the Supervisor line.

Performance Measures

GO **NO GO**

3. Maintained the triplicate copy of PS Form 3602-PO until the end of the business day.
4. Secured postage meter head on the meter base.
5. Changed date.
6. Printed "Zero" tape.
7. Calculated the amount of postage due for the article(s).
8. Collected the required amount of postage and fee(s) for the article(s).
9. Printed postage meter tape(s).
10. Affixed the postage meter tape(s) to the parcel(s) or letter(s) in the presence of the mailer at the time of transaction.
11. Affixed all unused meter tapes to the triplicate copy of the 3602-PO and turned them in to the COPE at the end of the business day.

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DOD 4525.6-M

USPS FORM 3602-PO

Related

Control Domestic Money Order Forms
805C-LF5-1225

Conditions: You are a Postal Finance Clerk and have just received a block of 100 postal money orders. You have a lock-box and access to DoD 4525.6-M (Department of Defense Postal Manual), USPS (United States Postal Service) approved safe, DD Form 885 (Money Order Control Record) and USPS Form 17 (Stamp Requisition).

Standards: Obtain and control blank domestic money order forms without error.

Performance Steps

1. Accept blank domestic postal money orders personally from the COPE (Custodian of Postal Effects) or unit supervisor by--
 - a. Verifying that the quantity and serial numbers of the money orders listed on the master DD Form 885 correspond with the money orders received.
 - b. Signing the master DD Form 885.
2. Accept blank domestic postal money orders from the COPE or unit supervisor through registered USPS indicia mail by--
 - a. Verifying, with a witness, the entries on the USPS Form 17.
 - b. Annotating the USPS Form 17 for date received and registry number.
 - c. Signing (clerk and witness) the USPS Form 17.
 - d. Returning the original USPS Form 17 to the COPE or unit supervisor.
 - e. Retaining the duplicate USPS Form 17 for the unit file.
3. Prepare and maintain a DD Form 885 to record all blank money order forms transferred between authorized individuals.
4. Keep money order effects out of reach of customers and other clerks during the business day, and in authorized, locked receptacles when not in use.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Accepted blank domestic postal money orders personally from the COPE or unit supervisor.
2. Accepted blank domestic postal money orders from the COPE or unit supervisor through registered USPS indicia mail.
3. Prepared and maintained a DD Form 885 to record all blank money order forms transferred between authorized individuals. (Referred to DOD 4525.6-M).
4. Kept money order effects out of reach of customers and other clerks during the business day, and in authorized, locked receptacles when not in use.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required
DD FORM 885

Related

References

Required

DOD 4525.6-M

USPS FORM 17

Related

Operate an Integrated Retail Terminal
805C-LF5-1548

Conditions: Given the following:

1. Integrated Retail Terminal (IRT) Central Processing Unit (CPU).
2. Clerk Diskette.
3. Receipt Printer.
4. Postage Validation Imprinter (PVI).
5. Domestic Mail Manual (DMM).
6. International Mail Manual (IMM).
7. Department of Defense (DoD)4526.6-M Postal Manual.
8. IRT Users Guide.
9. United States Postal Service (USPS) Form 3977.
10. USPS Form 1412-A

Standards: Operate and maintain an Intergrated Retail Terminal (IRT).

Performance Steps

1. Provide a clerk identification number to the Custodian of Postal Effects (COPE) in a PS Form 3977 (Duplicate Key Inventory).
2. Insert the program disk into the disk drive prior to turning the IRT on.
3. Insert the clerk's disk into the disk drive and input the ID number when prompted.
4. Enter all transactions for stamps received from, or returned to, the COPE or filler stock custodian.
5. Enter money order set up information into the IRT.
6. Ensure that the article is mailable, and select the proper rate of postage based upon contents and the customer's request.
7. Correctly process the customer's parcel by:
 - a. Entering the 5-digit Zip Code for domestic mail when required.
 - b. Obtaining the local zone rate when required.
 - c. Selecting the appropriate category and entering the country code for international mail.
 - d. Selecting the appropriate special service(s).
8. Ensure that all required forms are correctly prepared and (if applicable) attached to the article.
9. Input information for sold and spoiled money orders.
10. Credit the correct Account Indicator Code (AIC) when processing articles/selling stamps and paper stock by:
 - a. Pressing the "PO Meter" key when issuing meter tapes.
 - b. Pressing the "Postage Stamps" key when issuing stamps or paper stock.
 - c. Entering the amount of cash or check tendered.
11. Ensure all errors are properly corrected.
12. Press the "Start of Day" key and remove their disk prior to departing for temporary absences.
13. Perform end of day operations by:
 - a. Print check and money order list at the end of the day.
 - b. Verify the check and money order lists and correct if necessary.
 - c. Print final PS Form 1412-A (Daily Financial Report), at the end of the day.
 - d. Turn off the IRT with the disk still in the disk drive.

Performance Steps

- e. Give the clerk disk to their supervisor for consolidation.
- f. Secure the clerk's disk and stamp stock in an approved safe at the end of the day.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO **NO GO**

1. Provided a clerk identification number to the Custodian of Postal Effects (COPE) in a PS Form 3977 (Duplicate Key Inventory).
2. Inserted the program disk into the disk drive prior to turning the IRT on.
3. Inserted the clerk's disk into the disk drive and put in the ID number when prompted.
4. Entered all transactions for stamps received from, or returned to, the COPE or filler stock custodian.
5. Entered money order set up information into the IRT.
6. Ensured that the article is mailable, and selected the proper rate of postage based upon contents and the customer's request.
7. Correctly processed the customer's parcel.
8. Ensured that all required forms were correctly prepared and (if applicable) attached to the article.
9. Put in information for sold and spoiled money orders.
10. Credited the correct Account Indicator Code (AIC) when processing articles/selling stamps and paper stock.
11. Ensured all errors were properly corrected.
12. Pressed the "Start of Day" key and removed their disk prior to departing for temporary absences.
13. Performed end of day operations.

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DMM
DOD 4525.6-M
IMM
USERS GUIDE-IRT
USPS FORM 1412-A
USPS FORM 3977

Related

Subject Area 7: Domestic and International Mail

Accept Domestic Mail
805C-LF5-1201

Conditions: Given the following:

1. Several articles of mail.
2. Domestic Mail Manual (DMM).
3. United States Postal Service (USPS) Official Zone chart.
4. NOTICE 123, RATEFOLD.
5. Department of Defense (DoD) 4525.6-M Postal Manual.
6. USPS Label 107 (Priority Mail Sticker).
7. USPS Label 11-B (Express Mail Post Office to Addressee).
8. USPS Form 2976 or 2976-A (Customs Declarations Forms).
9. USPS Envelope 2976-E (Customs Form Envelope).

Standards: Accept and process domestic mail by using the correct forms, accessing the correct amount of fees, determining if mail is mailable and verifying the customer is authorized to use the Military Post Office (MPO).

Performance Steps

1. Verify that the customer is an authorized user of the Military Post Office (MPO).
 - a. Check customer's military identification card.
 - b. Check customer's military dependent identification card.
 - c. Check customer's DoD civilian contractor identification card.
 - d. Check customer's military retiree identification card.

Note: Clerk must be familiar with the section of the local Status of Forces Agreement (SOFA) that pertains to the mail privileges for retired military personnel.

2. Determine if the article is mailable.
 - a. Contents.
 - (1) Ensure the customer completes customs form, PS form 2976 or PS form 2976-A for mail addressed to Army Post Office (APO), Military Post Office (MPO), or Fleet Post Office (APO), weighing over 16 ounces.
 - (2) Review the customer's customs form for the list of contents and check those contents against the Domestic Mail Manual, DoD Postal Manual 4525.6M, and USPS Publication 52 for mailability.
 - (a) Verify that the customer has signed and dated the customs form.
 - (b) Verify that the customer has checked one of the following blocks: gift, merchandise, or fragile.
 - (c) Detach and retain white portion of USPS Form 2976 in post office records for 30 days after mailing.
 - (d) Detach and retain the fourth copy of USPS Form 2976-A in post office records for 30 days after mailing.
 - (e) Enclose the three remaining pages of the USPS Form 2976-A into USPS Envelope 2976-E, and attach on the outside of the article.
 - b. Size and weight.
 - (1) Express Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Maximum length and girth of 108 inches.
 - (2) First Class Mail.
 - (a) Weighs 13 ozs or less.

Performance Steps

- (b) Minimum of 3 1/2 inches by 5 inches and a maximum of 6 1/8 inches by 11 1/2 inches.
 - (3) Priority Mail.
 - (a) Articles weighing over 13 ounces and a maximum of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 108 inches.
 - (4) Parcel Post Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 130 inches.
 - (c) Articles with a length and girth combined greater than 108 inches are considered oversized.
 - (5) Media Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 108 inches.
 - c. Wrapping and packaging containers are as follows:
 - (1) Cardboard boxes may be used for easy and average loads up to 10 pounds.
 - (2) Metal-stayed cardboard boxes may be used for easy and average loads up to 20 pounds.
 - (3) Solid and corrugated fiberboard boxes may be used according to the specification on the chart in C010.3.3 of the Domestic Mail Manual.
 - (4) Constructed wood, metal, or plastic boxes may be used for all types of loads.
 - (5) Container must provide sufficient space and cushioning material for items.
 - (6) Used containers are acceptable provided all labels have been removed.
 - d. Proper addressing.
 - (1) Envelopes must have a return address and a to address in order for the item to be accepted for mailing.
 - (2) Return address must be in the upper left hand corner of the envelope and must contain the mailer's grade; full name, including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (3) To address must be centered on the lower right hand side of the article. It must include the person's name, post office box number or street address, and the city, state, and zip code.
3. Process an article of mail using manual methods.
- a. Measure and weigh the article of mail to ensure that it meets size and weight standards for domestic mail.
 - b. Identify the zone for article of mail using the USPS Zone chart.
 - c. Compute the correct postage for the article of mail using USPS Notice 123.
 - (1) Articles being sent Priority Mail or Parcel Post, weighing less than 15 pounds and having a length and girth combined over 84 inches must be charged the 15 pound rate of postage.
 - (2) Articles being sent Parcel Post Mail and exceeding a length of 34 inches, a height of 17 inches, or a width of 17; a mailing box made of wood; books weighing more than 25 pounds; or a tube, must be charged nonmachinable mailing rates.
 - (3) All articles, regardless of weight or customer's instructions, having a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversize rate of postage.
 - d. Cancel postage stamps on the package using the appropriate canceling device.
4. Process an article of mail using an Integrated Retail Terminal (IRT).
- a. Measure and weigh package to ensure that package meets size and weight standards for domestic mail.
 - b. Press the class of mail key that corresponds to the customer's mailing instructions.
 - (1) Express Mail.

Performance Steps

- (2) First Class Mail.
- (3) Priority Mail.
- (4) Parcel Post Mail.
- (5) Media Mail.
- c. Input the destination zip code for the article. The IRT will automatically select the correct zone and calculate the postage.
 - (1) Articles being sent Priority Mail and Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches, must be charged the 15 pound rate of postage. Charge the 15 pound rate by pressing the oversize surcharge key and selecting option number 2.
 - (2) Articles being sent Parcel Post Mail and exceeding a length of 34 inches, a height of 17 inches, or a width of 17 inches; a mailing box made of wood; books weighing more than 25 pounds; or a tube, must be charged an additional nonmachineable mailing surcharge. Charge the nonmachineable surcharge by pressing the oversize surcharge key and selecting option number 4.
 - (3) Regardless of weight or customer's instructions, articles that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversize rate of postage. Charge the oversize rate of postage by pressing the oversize surcharge key and selecting option number 3.
- d. Affix correct postage on the article to be mailed.
 - (1) Postage Stamps.
 - (a) Customers can purchase individual postage stamps at the established mailing fee.
 - (b) Affix the postage stamps in the upper right hand corner of the address side of the article and cancel them with the hand canceling rubber stamp.
 - (2) Postage Validation Imprinter (PVI) Postage Meter Tape.
 - (a) Print a PVI postage meter tape by pressing the PO/METER key and the correct postage meter tape will print automatically.
 - (b) Affix the PVI postage meter tape on the upper right hand corner of the address side of the article.
 - (c) PVI meter tapes are not required to be canceled.
 - (3) Postage Meter Machine Postage Meter Tape.
 - (a) Print a Postage Meter Machine postage meter tape by adjusting the dollar amount levers on the postage meter head to the desired postage and press the print lever on the postage meter base.
 - (b) Affix the Postage Meter Machine postage meter tape on the upper right hand corner of the address side of the article.
 - (c) Postage Meter Machine postage meter tapes are not required to be canceled.
- 5. Endorse the article of mail using the correct class rubber stamp(s) or label(s).
 - a. Express Mail.
 - (1) Customer must fill out a Post Office (PO) to Addressee Express mail label. The clerk must then enter the amount of postage owed in the postage and total blocks of the label. The clerk then places the label on the article, gives the customer the second copy of the 11-B and forwards the third copy to the appropriate Express Mail Data Collection Office.
 - (2) Clerk must then place Label 86 - Military Express Mail Service on the article.
 - b. First Class Mail. Endorsement must be centered to the right of the return address and above the mailing address.
 - c. Priority Mail.
 - (1) Endorsement must be centered to the right of the return address and above the mailing address.
 - (2) Clerk can stamp the endorsement for Priority Mail by using the hand stamp or the Label 107 Priority Mail sticker.
 - d. Parcel Post Mail endorsements must be centered to the right of the return address and above the mailing address.

Performance Steps

- e. Media Mail endorsements must be centered to the right of the return address and above the mailing address.
6. Collect the amount of money required for postage from the customer.
 - a. If necessary, give customer correct amount of change.
 - b. Give customer a receipt for the transaction.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Verified that the customer is an authorized user of the Military Post Office (MPO).
2. Determined if the article is mailable.
3. Processed an article of mail using manual methods.
4. Processed an article of mail using an Integrated Retail Terminal (IRT).
5. Endorsed the article of mail using the correct class rubber stamp(s) or label(s).
6. Collected the amount of money required for postage from the customer.

Evaluation Guidance: Score a GO if the soldier passes (P) all applicable performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References

Required

DMM
 DOD 4525.6-M
 USPS ENVELOPE 2976-E
 USPS FORM 2976
 USPS FORM 2976-A
 USPS LAB107
 USPS LAB11B
 USPS NOT123
 USPS OFFICIAL ZONE CHART

Related

Process Mail
805C-LF5-1218

Conditions: Given the following:

1. Mail.
2. Calculator.
3. Scales.
4. Post Office forms and equipment.
5. Domestic Mail Manual (DMM).
6. Department of Defense (DoD) 4525.6-M Postal Manual.

Standards: Process mail accurately without delay.

Performance Steps

1. Verify the truck seal number, if used, before removing.
2. Sign all documents properly to receipt for the mail.
3. Take the appropriate actions after identifying contaminated mail (i.e., mail exposed to toxic agents).
 - a. Contact the local Nuclear, Biological, and Chemical (NBC) authorities.
 - b. Segregate and secure from uncontaminated mail.
 - c. Destroy mail with guidance set forth by NBC authorities.
 - d. Report mail that has been destroyed due to contamination.
4. Unload all express and registered mail and move it to the accountable mail section.
5. Unload all other mail.
6. Sort all ordinary mail for delivery to units.
7. Separate insured and certified mail and move it to the accountable mail section.
8. Deliver certified and insured mail to the unit mail clerks.
9. Restrict delivery mail to the addressee or designated official.
10. Sort/face and check letters and flats for proper postage.
11. Process scheme mail that does not contain a complete address or Army Post Office (APO) number.
12. Cancel and sort letters and flats to destination(s).
13. Prepare tray/pouch mail for dispatch.
14. Label pouches, sacks, trays, and outside mail (OSM) with the appropriate destination.
15. Provide Supervisor with information for the preparation of dispatch documents and load all outgoing mail.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Verified the truck seal number, if used, before removing.
2. Signed all documents properly to receipt for the mail.

Performance Measures

GO **NO GO**

3. Took appropriate actions after identifying contaminated mail (i.e., mail exposed to toxic agents).
4. Unloaded all express and registered mail and moved it to the accountable mail section.
5. Unloaded all other mail.
6. Sorted all ordinary mail for delivery to units.
7. Separated insured and certified mail and moved it to the accountable mail section.
8. Delivered certified and insured mail to the unit mail clerks.
9. Restricted delivery mail to the addressee or designated official.
10. Sorted/faced and checked letters and flats for proper postage.
11. Processed scheme mail that does not contain a complete address or Army Post Office (APO) number.
12. Canceled and sorted letters and flats to destination(s).
13. Prepared tray/pouch mail for dispatch.
14. Labeled pouches, sacks, trays, and outside mail (OSM) with the appropriate destination.
15. Provided the supervisor with information for the preparation of dispatch documents and loaded all outgoing mail.

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly. (NOTE: there is limited tolerance for error when performing this task.)

References

Required

DMM
DOD 4525.6-M

Related

Accept Domestic Mail Requiring Special Services 805C-LF5-1205

Conditions: Given the following:

1. Department of Defense (DoD) 4525.6-M Postal Manual.
2. Domestic Mail Manual (DMM).
3. United States Postal Service (USPS) Official Zone Chart.
4. USPS Label 11B (Express Mail Post Office to Addressee Service).
5. USPS Label 86 (Express Mail Military Service).
6. USPS Label 107 (Priority Mail Sticker).
7. USPS Form 3817 (Certificate of mailing).
8. USPS Form 3811 (Domestic Return Receipt).
9. USPS Form 3800 (Receipt for Certified Mail).
10. USPS Form 3813 (Receipt for Domestic Insured Parcel).
11. USPS Form 3813-P (Receipt for Domestic/International Insured Parcel).
12. USPS Notice 123 (Rate Fold).

Standards: Accept and process domestic mail by using the correct forms, accessing the correct amount of fees, determining if mail is mailable, determining special services available, and verifying the customer is authorized to use the Military Post Office (MPO).

Performance Steps

1. Verify that the customer is an authorized user of the Military Post Office (MPO).
 - a. Check customer's military identification card.
 - b. Check customer's military dependent identification card.
 - c. Check customer's DoD civilian contractor identification card.
 - d. Check customer's military retiree identification card.

Note: Clerk must be familiar with the section of the local Status of Forces Agreement (SOFA) that pertains to the mail privileges for retired military personnel.

2. Determine if the article is mailable.
 - a. Contents.
 - (1) Ensure the customer completes custom forms PS Form 2976 or PS Form 2976-A for mail addressed to Army Post Office (APO), Military Post Office (MPO) or Fleet Post Office (FPO) weighing over 16 ounces.
 - (2) Review the customer's customs form for the list of contents and check the list against the Domestic Mail Manual, DoD Postal Manual 4525.6M, and USPS Publication 52 for mailability.
 - (a) Verify that the customer has signed the customs form.
 - (b) Verify that the customer has dated the customs form.
 - (c) Verify that the customer has checked one of the following blocks: Gift, Merchandise, or Fragile.
 - (d) Detach and retain white portion of USPS Form 2976 in post records for 30 days after mailing.
 - (e) Detach and retain the fourth copy of USPS Form 2976-A in post office records for 30 days after mailing.
 - (f) Enclose the three remaining pages of the USPS Form 2976-A into USPS Envelope 2976-E, and attach on the outside of the article.
 - b. Size and weight.
 - (1) Express Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Maximum length and girth of 108 inches.
 - (2) First Class Mail.
 - (a) Weighs 13 ozs or less.

Performance Steps

- (b) Minimum of 3 1/2 inches by 5 inches and a maximum of 6 1/8 inches by 11 1/2 inches.
 - (3) Priority Mail.
 - (a) Articles weighing over 13 ounces and a maximum of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 108 inches.
 - (4) Parcel Post Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 130 inches.
 - (c) Articles with a length and girth combined greater than 108 inches are considered oversized.
 - (5) Media Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 and a maximum length and girth combined of 108 inches.
 - (6) Library Mail.
 - (a) Maximum weight of 70 pounds.
 - (b) Minimum of 3 1/2 inches by 5 inches and a maximum length and girth combined of 108 inches.
 - (7) Parcel Air Lift (PAL) Mail.
 - (a) Maximum weight of 30 pounds.
 - (b) Minimum length and girth combined of 3 1/2 inches by 5 inches, and a maximum length and girth of 60 inches.
 - c. Containers for wrapping and packaging are as follows:
 - (1) Cardboard boxes may be used for easy and average loads up to 10 pounds.
 - (2) Metal-stayed cardboard boxes may be used for easy and average loads up to 20 pounds.
 - (3) Solid and corrugated fiberboard boxes may be used according to specifications on the chart in C010.3.3 of the Domestic Mail Manual.
 - (4) Constructed wood, metal, or plastic boxes may be used for all types of loads.
 - (5) Containers must provide sufficient space and cushioning material for items.
 - (6) Used containers are acceptable provided all labels have been removed from the box.
 - d. Proper addressing.
 - (1) Envelopes must have a return address and a to address in order for the item to be accepted for mailing. Return address must be in the upper left hand corner of the envelope and must contain the mailers grade; full name; including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (2) To address must be centered on the lower right hand side of the article. It must include the person's name, post office box number or street address, and the city, state, and zip code.
3. Determine the special services available for the customer's article to be mailed.
- a. Certified Mail.
 - (1) Only available for First Class and Priority Mail.
 - (2) Window clerk will complete the customer receipt portion of PS Form 3800, Receipt for Certified Mail, by inserting the following information:
 - (a) City, State, and Zip Code where article is to be mailed.
 - (b) Amount of postage received to mail the article.
 - (c) Certified mailing fee.
 - (d) Restricted delivery fee, if option is chosen by the customer and the article qualifies for the service.
 - (e) Return Receipt for Domestic Mail fee, if option is chosen by the customer.
 - (f) Date the Receipt with the All Purpose Date Stamp (APDS).

Performance Steps

- (3) Clerk will place the article number portion of the Receipt for Certified mail centered to the right of the return address and above the mailing address.
- b. Registered Mail.
 - (1) Available for First Class and Priority Mail Only.
 - (2) Customer must complete the To and From sections on PS Form 3806 (Receipt for Registered Mail).
 - (3) The window clerk must complete the top portion of PS Form 3806, and insert the following information:
 - (a) The amount of postage required to mail the article.
 - (b) The Registered Mail fee is based on whether the article is being sent with or without insurance. If the article is being sent with insurance, the fee is based on the declared value of the article.
 - (c) Restricted delivery fee, if option is chosen by the customer, and the article qualifies for the service.
 - (d) Return Receipt for Domestic Mail fee, if option is chosen by the customer.
 - (e) Special Handling fee, if the article requires this service.
 - (f) Clerk uses the article number on USPS Label 200 to accept the article.
 - (g) Clerk may refuse to accept article if a satisfactory declaration of value is not provided.
 - (h) Check the without insurance block for articles that have no dollar value.
 - (i) Date PS Form 3806 using the APDS on the original and duplicate copies.
 - (4) Clerk will place the USPS Label 200 centered to the right of the return address and above the mailing address.
- c. Numbered Insured Mail.
 - (1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.
 - (2) Clerk will complete PS Form 3813-P, Receipt for Insured Domestic and International Mail, for articles that have a declared value of \$50.01 up \$5,000.00, and will insert the following information:
 - (a) City, State, and Zip Code where the article is to be mailed.
 - (b) The amount of postage required to mail the article.
 - (c) The insurance fee for numbered insured mail; fee is based on the declared value of the article.
 - (d) The return receipt fee, if this service is chosen by the customer.
 - (e) The declared value of the article.
 - (f) The restricted delivery fee, if this service is chosen by the customer.
 - (g) The total amount of money that the customer must pay for postage and fees for the article.
 - (h) Date the form using the APDS.
 - (3) Clerk will place the article number portion of the Receipt for Insured Domestic and International Mail centered to the right of the return address, and above the mailing address.
- d. Unnumbered Insured Mail.
 - (1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.
 - (2) Clerk will complete PS Form 3813, Receipt for Insured Mail, for articles that have a declared value of \$00.01 up \$50.00, and will insert the following information:
 - (a) City, State, and Zip Code where the article is being mailed on the front of the form.
 - (b) Name and complete destination address on the reverse side of the form.
 - (c) The amount of postage required to mail the article.
 - (d) The insurance fee for unnumbered insured mail.
 - (e) The declared value of the article.
 - (f) The total amount the customer must pay for postage and fees required for the article.
 - (g) Date the form using the APDS.
 - (h) Check the box that corresponds to the contents of the package: Fragile, Gift, or Merchandise.
 - (i) Date the form using the APDS.

Performance Steps

- (3) Return Receipts for Domestic Mail, Special Handling, and Restricted Delivery are not available for unnumbered insured mail.
- (4) Window Clerk will place the elliptical stamp endorsement centered to the right of the return address and above the mailing address.
- e. Return Receipt for Merchandise.
 - (1) Available for First Class, Priority, Parcel Post, and PAL mail.
 - (2) The window clerk will complete PS Form 3804, Return Receipt for Merchandise, and insert the following information:
 - (a) City, State, and Zip Code where article is to be mailed.
 - (b) The amount of postage required to mail the article.
 - (c) The return receipt for merchandise fee.
 - (d) Special handling fee, if this option is chosen by the customer.
 - (e) The total amount of money owed for postage and fees required to mail the article.
 - (f) Check yes or no for waiver of signature when the article is delivered.
 - (g) Date the form using the APDS.
 - (3) Customer must complete the section of the form that requires the name and destination address.
 - (4) Clerk must write the article number on the Return Receipt.
 - (5) Customer must complete the remainder of the Return Receipt.
 - (6) Return Receipt for Merchandise articles may be insured for a maximum of \$50.00.
 - (7) Clerk must place the numbered portion of the Return Receipt for Merchandise centered to the right of the return address, and above the mailing address.
- f. Return Receipt for Domestic Mail.
 - (1) PS Form 3811, Return Receipt for Domestic Mail is available for Express Mail. It can also be used in conjunction with Certified, Numbered Insured, and Registered Mail special services.
 - (2) The customer must complete the from address on the reverse side of the form, and the to address on the front of the form.
 - (3) The window clerk must insert the article number on the return receipt and then check the block that corresponds to the special service that is being used.
 - (4) The window clerk will attach the return receipt to the article on either the front or reverse of the article, depending on the space available for attachment.
 - (5) The window clerk will endorse the article Return Receipt Requested centered to the right of the return address and above the mailing address.
- g. Return Receipt After Mailing.
 - (1) PS Form 3811-A, (Return Receipt for Domestic Mail After Mailing), is available for Express Mail, and it can be used in conjunction with Certified, Numbered Insured, and Registered Mail special services.
 - (2) Customers have 90 days after mailing Express Mail to request a delivery record.
 - (3) Customers have 2 years to request a delivery record for Certified, Numbered Insured, and Registered Mail.
 - (4) For articles mailed to APO/FPO, Puerto Rico, Virgin Islands, or any other U.S. Territories or possessions, PS Form 3811-A should be forwarded to the office of delivery.
 - (5) For articles addressed to any continental U.S. domestic address, PS Form 3811-A can be sent to any post office.
- h. Certificate of Mailing.
 - (1) Available for First Class, Priority, Parcel Post, PAL, Media, and Library Mail.
 - (2) Customer must complete the to and from section of PS Form 3817.
 - (3) The window clerk will attach the appropriate postage stamps or postage meter tape to cover the cost of the certificate of mailing fee.
- i. Special Handling.
 - (1) Available for First Class and Priority Mail.
 - (2) Articles requested for special handling in the Parcel Post class of mail must be sent as Parcel Airlift Mail (PAL).

Performance Steps

- (3) Special Handling provides special treatment of mail when it is being transported to its address of delivery.
- j. Restricted Delivery.
 - (1) Available in conjunction with one of the following special services: Certified, Numbered Insured, or Registered Mail.
 - (2) Article must be addressed to a person by name, and not to an organization.
- 4. Process an article of mail (letter or parcel) using manual methods.
 - a. Measure and weigh the accepted article of mail to ensure that it meets size and weight standards for domestic mail.
 - b. Identify the appropriate zone for article of mail using the USPS Zone chart.
 - c. Compute the correct postage for the accepted article of mail using USPS Notice 123.
 - (1) Articles being sent Priority Mail and/or Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches must be charged the 15 pound rate of postage.
 - (2) Articles being sent Parcel Post Mail and exceeding a length of 34 inches, a height of 17 inches, or a width of 17 inches; a mailing box made of wood; books weighing more than 25 pounds; or a tube, must be charged an additional mailing surcharge.
 - (3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage.
 - d. Verify that the requested special service is available to the class of mail.
 - (1) Complete the appropriate form for the selected special service.
 - (2) Place the special service article label or endorsement on the letter or parcel.
 - (3) Add the special service fee to the postage and compute the total owed for both the postage and fee(s).
 - e. Cancel the postage stamps on the package using the appropriate canceling device.
- 5. Process an article of mail using an Integrated Retail Terminal (IRT).
 - a. Measure and weigh package to ensure that package meets size and weight standards for domestic mail.
 - b. Press the class of mail key that corresponds to the customer's mailing instructions.
 - (1) Express Mail.
 - (2) First Class Mail.
 - (3) Priority Mail.
 - (4) Parcel Post Mail.
 - (5) Media Mail.
 - (6) Library Mail.
 - c. Input the destination zip code for the article, and the IRT will select the correct zone.
 - d. After entering the destination zip code, the IRT will automatically calculate the postage.
 - (1) Articles being sent Priority Mail and/or Parcel Post Mail, weighing less than 15 pounds and having a length and girth combined over 84 inches must be charged the 15 pound rate of postage. You charge the 15 pound rate by pressing the oversize surcharge key and selecting option number 2.
 - (2) Articles being sent Parcel Post Mail and exceeding a length of 34 inches, a height of 17 inches, or a width of 17 inches; a mailing box made of wood; books weighing more than 25 pounds; or a tube, must be charged an additional nonmachinable mailing surcharge. You charge the nonmachinable surcharge by pressing the oversize surcharge key and selecting option number 4.
 - (3) All articles, regardless of weight and customer's instructions, that have a length and girth combined greater than 108 inches, but not exceeding a length and girth combined of 130 inches, must be sent Parcel Post Mail and charged the oversized rate of postage. To charge the oversize rate of postage by pressing the oversize surcharge key and selecting option number 3.
 - e. Verify that the requested special service is available for the class of mail.

Performance Steps

- (1) Complete the appropriate form for the selected special service.
- (2) To add the special service fee to the postage, select the corresponding key on the IRT keyboard.
 - (a) When certified mail is selected, the IRT will automatically add the correct fee to the postage.
 - (b) When Insured mail is selected, the IRT will display the insured mail screen and ask for the actual value of the article.
 - (c) When registered mail is selected, the IRT will display the insured mail screen and ask for the actual value of the article.
- (3) Place the special service article label or endorsement on the letter or parcel.
- f. Affix the correct postage on the article for mailing.
 - (1) Postage Stamps.
 - (a) Customers can purchase individual postage stamps for the mailing fee.
 - (b) Affix the postage stamps in the upper right hand corner of the address side of the article and cancel them with the hand canceling rubber stamp.
 - (2) Postage Validation Imprinter (PVI) Postage Meter Tape.
 - (a) Print a PVI postage meter tape by pressing the PO/METER key. The imprinter will automatically print the correct postage meter tape.
 - (b) Affix the PVI postage meter tape in the upper right hand corner of the address side of the article.
 - (c) PVI postage meter tapes are not required to be canceled.
 - (3) Postage Meter Machine Postage Meter Tape.
 - (a) Print a Postage Meter Machine postage meter tape by adjusting the dollar amount levers on the postage meter head to the correct postage and press the print lever on the postage meter base.
 - (b) Affix the Postage Meter Machine postage meter tape in the upper right hand corner of the address side of the article.
 - (c) Postage Meter Machine postage meter tapes are not required to be canceled.
6. Endorse the accepted article of mail using the correct class rubber stamp(s) or label(s).
 - a. Express Mail.
 - (1) Customer must fill out Label 11-B, Express Mail Post Office to Addressee Service mail label. The clerk enters the amount of postage required in the postage block and adds it to other fees in the total block of the label. The clerk places the label on the article and gives the customer the second copy of the 11-B and forwards the third copy to the appropriate Express Mail Data Collection Office.
 - (2) Clerk also places Label 86 - Military Express Mail Service on the article.
 - b. First Class Mail. Endorsement must be centered to the right of the return address and above the mailing address.
 - c. Priority Mail.
 - (1) Endorsement must be centered to the right of the return address and above the mailing address.
 - (2) Clerk can stamp the endorsement for Priority Mail using the hand stamp or he/she can use Label 107, Priority Mail sticker.
 - d. Parcel Post Mail. Endorsement must be centered to the right of the return address and above the mailing address.
 - e. Media Mail. Endorsement must be centered to the right of the return address and above the mailing address.
 - f. Library Mail. Endorsement must be centered to the right of the return address and above the mailing address.
7. Collect the correct amount of money required for postage from the customer.
 - a. If necessary, give the customer correct amount of change.
 - b. Give the customer a receipt for the transaction.

Evaluation Preparation: You can evaluate this task by using the performance measures and the materials that appear in the CONDITIONS statement. When the soldier completes the task, the supervisor will score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Verified that the customer is an authorized user of the Military Post Office (MPO).		
2. Determined if article received from customer is mailable.		
3. Determined the special services available for the customer's article.		
4. Processed an article of mail using manual methods.		
5. Processed an article of mail using an Integrated Retail Terminal (IRT).		
6. Endorsed the article of mail using the correct class rubber stamp(s) or label(s).		
7. Collected the correct amount of money required for postage from the customer.		

Evaluation Guidance: Score a GO if the soldier passes (P) all applicable performance measures. Score a NO GO if the soldier fails (F) any performance measure. Show the soldier what was done wrong on any failed performance measure and how to do it correctly.

References	Related
Required	
DMM	
DOD 4525.6-M	
POM	
PS FORM 3806	
USPS FORM 3602-PO	
USPS FORM 3800	
USPS FORM 3811	
USPS FORM 3813	
USPS FORM 3813-P	
USPS FORM 3817	
USPS LAB107	
USPS LAB11B	
USPS LAB86	
USPS NOT123	
USPS OFFICIAL ZONE CHART	

Accept International Letter Post
805C-LF5-1208

Conditions: Given the following:

1. International Mail Manual (IMM).
2. Department of Defense (DoD) 4525.6-M Postal Manual.
3. Standard United States Postal Service (USPS) forms, labels, rubber stamps and stamp pad.
4. Several articles of mail addressed for delivery to International addresses.

Standards: Accept International Postal Union Mail deemed to be mailable by using the correct labels and stamps, using the correct forms, accessing the correct amount of fees and verifying the customer is authorized to use the Military Postal Services (MPS).

Performance Steps

1. Verify that the customer is an authorized user of the Military Postal Service (MPS).
 - a. Check the customer's military Identification Card.
 - b. Check the customer's military dependent Identification Card.
 - c. Check the customer's DoD civilian employee Identification Card.
 - d. Check the customer's US Passport.
 - e. Check the customer's retired military Identification Card.

NOTE: The window clerk must be familiar with the section of the Status of Forces Agreement that covers the use of the MPS by retirees.

2. Determine if the letter or parcel received from the customer is mailable according to its:
 - a. Contents.
 - (1) Ensure the customer uses the correct custom form.
 - (2) For articles that weigh over 16 ounces and have a value over \$400, use PS Form 2976-A with USPS Envelope 2976-E.
 - (3) For articles that weigh less than 16 ounces and have a value less than \$400, use PS Form 2976.
 - b. Size and Weight.
 - (1) Letter Post.
 - (a) Maximum weight of 4 pounds.
 - (b) Minimum length and height is 3 1/2 inches by 5 1/2 inches.
 - (c) Minimum depth is .007 inch.
 - (d) Maximum length is 24 inches.
 - (e) Maximum length, height, depth combined is 36 inches.
 - (2) Rolls.
 - (a) Must have a minimum length of 4 inches.
 - (b) Must have a minimum length plus twice the diameter combined of 6 3/4 inches.
 - (c) Maximum length of 36 inches.
 - (d) Maximum length plus twice the diameter combined of 42 inches.
 - (3) Post Cards and Aerogrammes.
 - (a) Minimum of 3 1/2 inches by 5 1/2 inches for post cards.
 - (b) Maximum of 4 1/4 inches by 6 inches for post cards.
 - (c) Maximum of 7 1/4 inches by 3 9/16 inches for Aerogrammes.
 - (4) Matter for the Blind.
 - (a) Maximum weight of 15 pounds.
 - (b) Minimum length and height of 5 1/2 inches by 3 1/2 inches.
 - (c) Minimum thickness of .007 inches.
 - (d) Maximum length of 24 inches.
 - (e) Maximum length, height, depth (thickness) combined of 36 inches.
 - c. Wrapping and packing.
 - (1) Letter Post Air and Letter Post Economy.

Performance Steps

- (a) Mail matter is admissible in envelopes, sleeves, or wrappers of varying sizes and thickness, so long as they meet the size and weight requirements.
 - (b) Bulkier items are admissible in boxes, cartons, tubes, or other types of containers that are commonly used to transmit shipments that are in package form, so long as they meet the size and weight requirements.
 - (2) Matter for the Blind. Items must be placed in wrappers, in rolls, between cardboard, or in bags, boxes, unsealed envelopes, or containers. Dangerous fasteners may not be used. Articles may also be tied with string or twine in a manner that will permit them to be easily untied.
 - d. Proper Addressing. Envelopes and parcels must have a return address and a forwarding address in order for the article to be received for mailing.
 - (1) Return address must be in the upper left hand corner of the envelope and must contain the mailers grade; full name, including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (2) The forwarding address must be centered to the right of the return address and to the left of the edge of the article. The return address must be in ink or typewritten using Roman letters and Arabic numbers for addresses in Russian, Greek, Arabic, Chinese, and Hebrew.
 - e. Determine if the special service requested by the customer is available for the selected class of international mail.
 - (1) Certificate of Mailing. Only available for articles that are sent as unregistered letter post, post cards, matter for the blind, and uninsured parcel post.
 - (2) Registered Mail.
 - (a) Only available for articles that are being mailed at the Letter Post Air, Letter Post Economy, Matter for the Blind, and Post Card rate of postage.
 - (b) Customer must complete the to and from portion of PS Form 3806 (Receipt for Registered Mail.)
 - (c) Window clerk will annotate the article number from the Label 200, the amount of postage due for the article, the registered fee, and the restricted delivery and return receipt fees (if options are selected by the customer.)
 - (d) Window clerk will stamp all intersecting seams of the wrapping paper with the APDS, so that rifling of mail can easily be detected.
 - (e) Window clerk will place Label 200 in the bottom left corner of the address side of the article.
 - (3) Return Receipt for International Mail.
 - (a) Return Receipts are available only for those packages that are being sent registered or numbered insured mail.
 - (b) The customer will complete the mailed to and from sections of PS Form 2865 (Return Receipt for International Mail.)
 - (c) The window clerk will complete the office of mailing section, class of mail section, the article number, date of mailing, and the declared value section of the PS Form 2865.
 - (d) The window clerk, after completing the necessary sections of the return receipt will place it on either the address side of the article or on the reverse side of the package, depending on which side has the most room for the return receipt.
 - (e) After the return receipt has been placed on the article, the clerk will endorse the article with "Avis de Reception" or "A.R."
 - (4) Restricted Delivery.
 - (a) Is only available at the time of mailing and for articles that are being sent as registered mail with a return receipt.
 - (b) Once the article has been determined that it qualifies for restricted delivery, the window clerk endorses the article with "A Remettre en Main Propre."
3. Process an accepted article of mail (letter post) using manual methods.

Performance Steps

- a. Measure and weigh the accepted article of mail to ensure it meets the size and weight standards for International letter post mail.
 - b. Locate the country of destination in the International Mail Manual (IMM) Individual Country Listings and review the prohibitions, restrictions, and observations to see if the contents of the article are mailable to that country, or if they have to be sent a particular way to that country.
 - c. After determining how the package is going to be sent (letter post air, letter post economy), find the correct postage chart on that country's individual listing.
 - d. For articles that are receiving a special service, fill out the necessary postal forms and date stamp all intersecting seams, and make the appropriate endorsements on the article wrapping.
 - e. Affix the postage on the article either using postage stamps or postage meter tapes.
 - f. Cancel the postage stamps using the appropriate canceling stamp.
 - (1) For registered mail, use the All Purpose Dating Stamp (APDS).
 - (2) For insured mail, use the hand canceling stamp.
4. Process an accepted article of mail (letter post) using the Integrated Retail Terminal (IRT).
- a. Measure and weigh the accepted article of mail to ensure it meets the size and weight standards for International letter post.
 - b. Locate the country of destination in the International Mail Manual (IMM) Individual Country Listings and review the prohibitions, restrictions, and observations to see if the contents of the article are mailable to that country, or if they have to be sent a particular way to that country.
 - c. Place article on the IRT and select the International key that corresponds to the way that the article is being sent (letter post air or letter post economy). When you select one of these keys, a country code screen will appear, and will prompt you for the three digit country code. To find the country code you will use the first letter of that country's name (Ex. C for Canada). To select the first letter of the country's name, you will look on your IRT keyboard above the first row of keys and below the third row of keys, and you will see the letters of the alphabet above and below those keys. After selecting the appropriate key, a listing of all of the countries that start with the letter you selected will appear. To scroll through the list of countries on the screen, press the + or - key on the numerical keys on the bottom right of the keyboard. After finding the three digit country code for the desired country, key it in. (Ex. the three digit code for Japan is 201, you would key in 201 on the country code screen).
 - d. After keying in the country code, the IRT will weigh the article of mail and compute the postage.
 - (1) Depending on the class of mail selected, you will see red lights blinking on the keys for insured mail, registered mail, and misc postage. You will only select these keys if the customer has requested the particular special service and if the package and contents qualify for the special service. You will only select the misc postage key if the customer has placed postage stamps on the article, and those stamps do not cover the entire cost of the mailing. You will give the customer credit for those stamps by selecting misc postage key and selecting the error correct key, and enter the amount of the stamps that are on the article. The IRT will subtract this amount, and show you the difference that the customer owes for the mailing.
 - (2) After selecting either registered mail or insured mail, a red light will begin blinking on the return receipt key. Again, you will only select this key if the customer has requested a return receipt for their article of mail, and return receipts are available for the country of destination.
 - e. For articles that are receiving a special service, fill out the necessary postal forms and date stamp all intersecting seams, and make the appropriate endorsements on the article wrapping.
 - f. Affix the postage on the article either using postage stamps or postage meter tapes.
 - g. Cancel the postage stamps using the appropriate canceling stamp.
 - (1) For registered mail, use the All Purpose Dating Stamp (APDS).
 - (2) For insured mail, use the hand canceling stamp.
5. Endorse the accepted article of mail using the correct rubber stamp(s) or label(s).
- a. Letter Post.

Performance Steps

- (1) For articles that are being sent at the air rate of postage, place USPS Label 19-A or !9-B in the bottom left corner of the address side of the article.
 - (2) For articles that contain a letter and merchandise combined, endorse the article Letter Post centered to the right of the return address and above the mailing address.
 - b. Matter for the Blind.
 - (1) For articles that are being sent at the air rate of postage, place USPS Label 19-A or 19-B in the bottom left corner on the address side of the article.
 - (2) Endorse the article Matter for the Blind centered to the right of the return address and above the mailing address.
 - c. Post Cards - Place USPS Label 19-A in the bottom left corner of the address side of the article.
6. Collect the correct amount of money required for postage and special services (if applicable) by the customer.
- a. If, necessary, give the customer the correct amount of change.
 - b. Give the customer a receipt for the transaction.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Verified that the customer is an authorized user of the Military Postal Service (MPS).		
2. Determined if the letter or parcel received from the customer was mailable.		
3. Processed an accepted article of mail (letter post) using manual methods.		
4. Processed an accepted article of mail (letter post) using the Integrated Retail Terminal (IRT).		
5. Endorsed the accepted article of mail using the correct rubber stamp(s) or label(s).		
6. Collected the correct amount of money required by the customer for postage and special services (if applicable).		

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References	Related
Required	
DOD 4525.6-M	
IMM	

**Accept International Parcel Post
805C-LF5-1211**

Conditions: Given the following:

1. International Mail Manual (IMM).
2. Department of Defense (DoD) 4525.6-M Postal Manual.
3. Standard United States Postal Service (USPS) forms, labels, rubber stamps and stamp pad.
4. Several articles of mail addressed for delivery to International addresses.

Standards: Accept International Parcel Post Mail deemed to be mailable by using the correct labels and stamps, using the correct forms, accessing the correct amount of fees and verifying the customer is authorized to use the Military Postal Services (MPS).

Performance Steps

1. Verify that the customer is an authorized user of the Military Postal Service (MPS).
 - a. Check the customer's military Identification Card.
 - b. Check the customer's military dependent Identification Card.
 - c. Check the customer's DoD civilian employee Identification Card.
 - d. Check the customer's US Passport.
 - e. Check the customer's retired military Identification Card.

NOTE: The window clerk must be familiar with the section of the Status of Forces Agreement that covers the use of the MPS by retirees.

2. Determine if the letter or parcel received from the customer is mailable according to its:
 - a. Contents.
 - (1) Ensure the customer uses the correct custom form.
 - (2) For articles that weigh less than 16 ounces and have a value less than \$400, use PS Form 2976 (Customs Form CN-22).
 - (3) For articles that weigh over 16 ounces and have a value over \$400, use PS Form 2976-A (Parcel Post Customs Declaration Dispatch Note, Customs Form CP-72) with USPS Envelope 2976-E (Parcel Post Customs Declaration Envelope.)
 - (4) For items that are being sent Parcel Post, regardless of weight or value must use PS Form 2976-A with USPS Envelope 2976-E.
 - b. Size and Weight.
 - (1) Parcel Post Air and Parcel Post Economy.
 - (a) For maximum weight limits the clerk will refer to the individual country listings in the International Mail Manual (IMM).
 - (b) Rectangular Parcels have a minimum length and width of 5 1/2 inches by 3 1/2 inches; maximum length of 42 inches; maximum length and girth combined of 79 inches.
 - (c) Circular Parcels have a maximum girth (measured along diameter) of 64 inches.
 - (d) Clerk will refer to the IMM, Chapter 2, section 283.23, for countries that have exceptional size limits over the standard 42 inches in length, and 79 inches in length and girth combined.
 - (2) Rolls.
 - (a) Must have a minimum length of 4 inches.
 - (b) Must have a minimum length plus twice the diameter combined of 6 3/4 inches.
 - (c) Maximum length of 36 inches.
 - (d) Maximum length plus twice the diameter combined of 42 inches.
 - (3) Matter for the Blind.
 - (a) Maximum weight of 15 pounds.
 - (b) Minimum length and height of 5 1/2 inches by 3 1/2 inches.
 - (c) Minimum thickness of .007 inches.
 - (d) Maximum length of 24 inches.

Performance Steps

- (e) Maximum length,height, depth (thickness) combined of 36 inches.
- c. Wrapping and packing.
 - (1) Parcel Post Air and Parcel Post Economy.
 - (a) Ordinary paperboard containers are not acceptable. Parcels must be packed in one of the following types of containers: Canvas or similar material; double-faced corrugated or solid fiberboard boxes or cases; strong wooden boxes made of lumber at least 1/2 inch thick or plywood of at least three plies.
 - (b) Heavy wrapping paper or waterproof paper is permitted only as the outside covering a carton.
 - (c) Parcel Post packages must be sealed with one of the following items: wax, gummed-paper tape, nails, screws, wire, metal bands, or other materials. The seal must be sufficient to allow detection of tampering.
 - (2) Matter for the Blind. Items must be placed in wrappers, in rolls, between cardboard, or in bags, boxes, unsealed envelopes, or containers. Dangerous fasteners may not be used. Articles may also be tied with string or twine in a manner that will permit them to be easily untied.
- d. Proper Addressing.
 - (1) Parcels must have a return address and a forwarding address in order for the article to be received for mailing.
 - (2) Return address must be in the upper left hand corner of the parcel and must contain the mailers grade; full name, including first name and middle name or initial; unit number; and APO AA, APO AE, or APO AP (depending on the location of the unit).
 - (3) The forwarding address must be centered to the right of the return address and to the left of the edge of the article. The return address must be in ink or typewritten using Roman letters and Arabic numbers, for addresses in Russian, Greek, Arabic, Chinese, and Hebrew.
- e. Determine if the special service requested by the customer is available for the selected class of international mail.
 - (1) Certificate of Mailing is only available for articles that are sent as unregistered letter post, post cards, matter for the blind, and uninsured parcel post.
 - (2) Numbered Insured Mail.
 - (a) Numbered Insured mail is only available for articles that are being mailed at the Parcel Post Air or Parcel Post Economy rate of postage.
 - (b) Customer will complete the mailed to section of PS Form 3813-P (Receipt for Insured Mail, Domestic/International.)
 - (c) Window clerk will complete the official use section, annotate the amount of postage to mail the article, the return receipt fee and restricted delivery fee (only if these options are selected by the customer), and the total amount of money required for postage and fees. Clerk will also annotate the declared value of the article in the insured value block.
 - (d) Window clerk will stamp the PS Form 3813-P and all intersecting seams on the package with the APDS, so that rifling of mail can be detected easily.
 - (e) Window clerk will place the article number section of PS Form 3813-P on the bottom left corner of the address side of the article.
 - (f) Window clerk will endorse the article above the article number with the heading INSURED MAIL on the first line. The second line will be the declared value in US currency. The third line will be the declared value of the article converted to Special Drawing Rights (SDR) value.

Example:

INSURED VALUE
 \$38.00 (US)
 29.7464 (SDR)

- (3) Return Receipt for International Mail.

Performance Steps

- (a) Return Receipts are available only for those packages that are being sent registered or numbered insured mail.
 - (b) The customer will complete the mailed to and from sections of PS Form 2865 (Return Receipt for International Mail.)
 - (c) The window clerk will complete the office of mailing section, class of mail section, the article number, date of mailing, and the declared value section of the PS Form 2865.
 - (d) The window clerk, after completing the necessary sections of the return receipt will place it on either the address side of the article or on the reverse side of the package, depending on which side has the most room for the return receipt.
 - (e) After the return receipt has been placed on the article, the clerk will endorse the article with "Avis de Reception" or "A.R."
3. Process an accepted article of mail (parcel post) using manual methods.
 - a. Measure and weigh the accepted article of mail to ensure it meets the size and weight standards for International parcel post mail.
 - b. Locate the country of destination in the International Mail Manual (IMM) Individual Country Listings and review the prohibitions, restrictions, and observations to see if the contents of the article are mailable to that country, or if they have to be sent a particular way to that country.
 - c. After determining how the package is going to be sent (parcel post air, parcel post economy), find the correct postage chart on that country's individual listing.
 - d. For articles that are receiving a special service, fill out the necessary postal forms and date stamp all intersecting seams, and make the appropriate endorsements on the article wrapping.
 - e. Affix the postage on the article either using postage stamps or postage meter tapes.
 - f. Cancel the postage stamps using the appropriate canceling stamp.
 - (1) For Parcel Post mail, use the Hand Canceling Stamp.
 - (2) For insured mail, use the hand canceling stamp for the postage and the APDS for the intersecting seams.
4. Process an accepted article of parcel post mail using the Integrated Retail Terminal (IRT).
 - a. Measure and weigh the accepted article of mail to ensure it meets the size and weight standards for International parcel post mail.
 - b. Locate the country of destination in the International Mail Manual (IMM) Individual Country Listings and review the prohibitions, restrictions, and observations to see if the contents of the article are mailable to that country, or if they have to be sent a particular way to that country.
 - c. Place article on the IRT and select the International key that corresponds to the way that the article is being sent (parcel post air, parcel post economy). When you select one of these keys, a country code screen will appear, and will prompt you for the three digit country code. To find the country code you will use the first letter of that country's name (Ex. C for Canada). To select the first letter of the country's name, you will look on your IRT keyboard above the first row of keys and below the third row of keys, and you will see the letters of the alphabet above and below those keys. After selecting the appropriate key, a listing of all of the countries that start with the letter you selected will appear. To scroll through the list of countries on the screen, press the + or - key on the numerical keys on the bottom right of the keyboard. After finding the three digit country code for the desired country, key it in. (Ex. the three digit code for Japan is 201, you would key in 201 on the country code screen.)
 - d. After keying in the country code, the IRT will weigh the article of mail and compute the postage.
 - (1) Depending on the class of mail selected, you will see red lights blinking on the keys for insured mail and miscellaneous postage. You will only select these keys if the customer has requested the particular special service and if the package and contents qualify for the special service. You will only select the misc postage key if the customer has placed postage stamps on the article, and those stamps do not cover the entire cost of the mailing. You will give the customer credit for those stamps by selecting misc postage key and selecting the error correct key, and enter the amount of the stamps that are on the article. The IRT will subtract this amount, and show you the difference that the customer owes for the mailing.

Performance Steps

- (2) After selecting insured mail, a red light will begin blinking on the return receipt key. Again, you will only select this key if the customer has requested a return receipt for their article of mail, and return receipts are available for the country of destination.
- e. For articles that are receiving a special service, fill out the necessary postal forms and date stamp all intersecting seams, and make the appropriate endorsements on the article wrapping.
- f. Affix the postage on the article either using postage stamps or postage meter tapes.
- g. Cancel the postage stamps using the appropriate canceling stamp.
 - (1) For Parcel Post mail, use the hand canceling stamp.
 - (2) For insured mail, use the hand canceling stamp for the postage and the APDS for the intersecting seams.
- 5. Endorse the accepted article of mail using the correct rubber stamp(s) or label(s).
 - a. Matter for the Blind.
 - (1) For articles that are being sent at the air rate of postage, place USPS Label 19-A or 19-B in the bottom left corner on the address side of the article.
 - (2) Endorse the article Matter for the Blind centered to the right of the return address and above the mailing address.
 - b. Parcel Post - Place USPS Label 19-B in the bottom left corner of the address side of the article.
- 6. Collect the correct amount of money required for postage and special services (if applicable) by the customer.
 - a. If necessary, give the customer the correct amount of change due back.
 - b. Give the customer a receipt for the transaction.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures**GO NO GO**

- 1. Verified that the customer was an authorized user of the Military Postal Service (MPS).
- 2. Determined if the letter or parcel received from the customer was mailable.
- 3. Processed an accepted article of mail (parcel post) using manual methods.
- 4. Processed an accepted article of parcel post mail using the Integrated Retail Terminal (IRT).
- 5. Endorsed the accepted article of mail using the correct rubber stamp(s) or label(s).
- 6. Collected the correct amount of money required by the customer for postage and special services (if applicable) .

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required
DOD 4525.6-M
IMM

Related

Close a Registry Section 805C-LF5-1227

Conditions: Given the following:

1. Standard United States Postal Service (USPS) equipment, forms and manuals.
2. DD Form 2261 (Registered Mail-Balance and Inventory).
4. Department of Defense (DoD) 4525.6-M Postal Manual.
5. Domestic Mail Manual (DMM).
6. Registered mail.

Standards: Prepare DD Form 2261. Secure registered mail. Secure registered mail cage.

Performance Steps

1. Prepare a DD Form 2261 to account for all registered mail processed by the registry section during the shift.
 - a. Extract applicable information from all documentation used to receive, deliver, and dispatch registered mail, and from all registered mail not delivered.
 - b. Count all registered mail you have on hand at your post office that will not be dispatched and list those items on the back of the DD Form 2261.
 - c. Account for all PS Form 3849 (Delivery Notification/Reminder/Receipt) that any customer signed for their personal registered mail if you delivered any personal registered mail. Write the registered numbers from the PS Form 3849 in section C of the DD Form 2261.
 - d. Have the witness and registered clerk print their name in the remarks section.
2. Have the verifying officials sign the form after verifying that all entries on the DD Form 2261 are correct.
3. Retain the DD Form 2261 with back up documentation.
4. Secure the registry section with proper padlock.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Prepared DD Form 2261 (Registered Mail-Balance and Inventory) to account for all registered mail processed by the registry section during the shift.
2. Had the verifying official sign the form after verifying that all entries on the DD Form 2261 were correct.
3. Retained the DD Form 2261 (with the backup documentation).
4. Secured the registry section with proper padlock.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required
DD FORM 2261
DMM

Related

References

Required

DOD 4525.6-M

Related

Subject Area 8: Accountable Mail

**Process Incoming Registered Mail
805C-LF5-1216**

Conditions: Given the following:

1. Several articles of mail.
2. Department of Defense (DoD) 4525.6-M Postal Manual.
3. Domestic Mail Manual (DMM).
4. United States Postal Service (USPS) Form 3826 (Registry Irregularity Report).
5. USPS Form 3877(Firm Mailing Book for Registered, Insured, Cash on Delivery(COD), Certified Mail and Express Mail).
6. Necessary rubber stamps and stamp pad.
7. PS Form 3806 (Receipt for Registered Mail).
8. PS Form 3854 (Manifold Registry Dispatch Book).

Standards: Process incoming registered mail by verification of all registered mail in pouches and sacks, taking appropriate actions after identifying contaminated accountable mail, opened all mail in the presence of a witness, taking appropriate action if any discrepancies are found, completing the correct forms, securing the registry section and all registered mail and having the correct signatures and postmark on inside bill.

Performance Steps

1. Verify that all registered pouches, sacks, and/or outside mail listed on the outside/truck bill were received. (List the number of pieces received, indicate the time received, stamp the impression of an All Purpose Dating Stamp (APDS) and sign the bill.
2. Take appropriate actions after identifying contaminated accountable (i.e. mail exposed to toxic agents).
 - a. Contact the local NBC (Nuclear, Biological or Chemical) authorities.
 - b. Segregate and secure from uncontaminated registered mail.
 - c. Destroy mail with guidance set forth by NBC and MPSA (Military Postal Service Agency.)
 - d. Report accountable mail that has been destroyed due to contamination.
3. Open all registered pouches individually in the presence of a witness, and verify that all articles of registered mail listed on the inside bill were received. (List the number of pieces received, indicate the time received, stamp the impression of an APDS and sign the bill.)
4. Take the appropriate action and notify supervisor if any discrepancies were found during the receipt of the registered mail.
5. Have the witness sign the inside bill.
6. Postmark, with an APDS, each article of registered mail received to show the date and APO received.
7. Complete PS Form 3806 for registered mail irregularities.
8. Receipt for registered mail delivered by firm mailers and for articles for the postal finance window.
9. Prepare PS Form 3854 for registered mail found mingled with ordinary mail.
10. Secure the registry section and all registered mail when required.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using, the materials which appear in the

above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures	<u>GO</u>	<u>NO GO</u>
1. Verified that all registered pouches, sacks, and/or outside mail listed on the outside/truck bill were received. (Listed the number of pieces received, indicated the time received, stamp the impression of an All Purpose Dating Stamp (APDS), and sign the bill.)		
2. Took appropriate actions after identifying contaminated accountable mail (i.e., mail exposed to toxic agents).		
3. Opened all registered pouches individually in the presence of a witness, and verified that all articles of registered mail listed on the inside bill were received. (Listed the number of pieces received, indicated the time received, stamped the impression of an APDS, and signed the bill.)		
4. Took the appropriate action and notified supervisor if any discrepancies were found during the receipt of the registered mail.		
5. Had the witness sign the inside bill.		
6. Post marked, with an APDS, each article of registered mail received to show the date and APO received.		
7. Completed PS Form 3806 for registered mail irregularities.		
8. Receipted registered mail.		
9. Prepared PS Form 3854 for registered mail found mingled with ordinary mail.		
10. Secured the registry section and all registered mail found mingled with ordinary mail.		

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References	Related
Required	
DMM	
DOD 4525.6-M	
PS FORM 3806	
USPS FORM 3826	
USPS FORM 3854	
USPS FORM 3877	

Deliver Registered Mail 805C-LF5-1222

Conditions: Given the following:

1. Standard United States Postal Service (USPS) equipment, forms and manuals.
2. PS Form 3849 (Delivery Notice/Reminder/Receipt).
3. PS Form 3883 (Firm Delivery Book).
4. Department of Defense (DoD) 4525.6-M Postal Manual.
5. Domestic Mail Manual (DMM).
6. Registered mail.

Standards: Complete PS Form 3849. Complete PS Form 3883. Document undeliverable mail.

Performance Steps

1. Deliver registered mail to individuals:
 - a. Prepare a PS Form 3849.
 - b. Send the prepared PS Form 3849 to the individual to whom the article is addressed.
 - c. Have the addressee or an authorized agent sign the PS Form 3849.
 - d. Sign and date the PS Form 3849 as the delivery clerk.
 - e. Give the registered mail to the individual.
2. Deliver personal and or official registered mail to unit mail clerks:
 - a. Prepare PS Form 3883.
 - b. Have the authorized mail clerk verify and sign the PS Form 3883.
 - c. Have the clerk sign the PS Form 3883 as the delivery clerk.
 - d. Give a copy of the PS Form 3883 (endorsed by the customer) to the authorized mail clerk.
 - e. Retain the original copy of the PS Form 3883 for the post office records.
3. Prepare the proper documentation for and dispatch undeliverable registered mail.

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Delivered registered mail to individuals.
2. Delivered personal and/or official registered mail to unit mail clerks.
3. Prepared the proper documentation for and dispatched undeliverable registered mail.

Evaluation Guidance: Score the soldier GO if all performance measures are passed (P). Score the soldier NO GO if any applicable performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DMM
DOD 4525.6-M
USPS FORM 3849
USPS FORM 3883

Related

Dispatch Outgoing Registered Mail

805C-LF5-1223

Conditions: Given the following:

1. Postal Service (PS) Form 3854 (Manifold Registry Dispatch Book).
2. PS Item EP-390 (Envelope, Registry Jackets Printed).
3. Department of Defense (DoD) 4525.6-M Postal Manual.
4. Domestic Mail Manual (DMM).
5. Registered mail.

Standards: Prepare inside and outside bills for outgoing registered mail. Close and secure registered mail bag(s). Correct flight labels and flight tags affixed.

Performance Steps

1. Separate the registered mail by destination, and when applicable, further separate the personal mail from the official mail.
2. Prepare, if applicable, PS Item EP-390 (Envelope, Registry Jackets Printed) when five or more letter-sized pieces are to be dispatched to the same location by:
 - a. Using a separate book of PS Forms 3854 (Manifold Registry Dispatch Book) for Registry Jackets.
 - b. Preparing two copies of PS Form 3854 showing each registered item included in the Registry Jacket.
 - c. Placing the original PS Form 3854 inside the Registry Jacket and keeping the duplicate in the book.
 - d. Stamping or marking the jacket "personal" or "official" as applicable.
3. Prepare the inside bill, PS Form 3854, for a registered pouch by:
 - a. Using a separate book of PS Forms 3854.
 - b. Preparing PS Form 3854, in duplicate, showing each registered item included in the pouch.
 - c. Placing the original inside bill in the pouch with the registered items in the presence of a witness.
 - d. Retaining the duplicate inside bill in the manifold dispatch book.
4. Close and secure the pouch with a numbered tin band seal in the presence of a witness.
5. Select, prepare, and affix a slide label and flight tag for the pouch.
6. Affix the appropriate label(s) on the address side of any outside mail.
7. Prepare the outside/truck bill (PS Form 3854) in triplicate, listing all registered pouches and outside mail to be dispatched to the same location.
8. Obtain the mail guard's signature on the triplicate copy, if applicable.
9. Make proper distribution of each copy of the outside/truck bill (PS Form 3854).

Evaluation Preparation: Supervisors may evaluate task performance on the job. To evaluate a soldier's performance on the job, the soldier should perform the task using the materials which appear in the above CONDITIONS statement. When the soldier completes the task, score the soldier PASS (P) or FAIL (F) on each performance measure.

Performance Measures

GO NO GO

1. Separated the registered mail by destination, and when applicable, further separated the personal mail from the official mail.

Performance Measures

GO **NO GO**

2. Prepared, if applicable, PS Item EP-390 (Envelope, Registry Jackets Printed) when five or more letter-size pieces are to be dispatched to the same location.
3. Prepared the inside bill, PS Form 3854 (Manifold Registry Dispatch Book), for a registered pouch.
4. Closed and secured the pouch with a numbered tin band seal in the presence of a witness.
5. Selected, prepared, and affixed a slide label and flight tag for the pouch.
6. Affixed the appropriate label(s) on the address side of any outside mail.
7. Prepared the outside/truck bill (PS Form 3854) in triplicate, listing all registered pouches and outside mail to be dispatched to the same location.
8. Obtained the mail guard's signature on the triplicate copy, if applicable.
9. Made proper distribution of each copy of the outside/truck bill (PS Form 3854).

Evaluation Guidance: Score the soldier GO if all applicable performance measures are passed (P). Score the soldier NO GO if any performance measure is failed (F). If the soldier fails any performance measure, show what was done wrong and how to do it correctly.

References

Required

DMM
DOD 4525.6-M
USPS FORM 3854
USPS ITEM EP390

Related

GLOSSARY

Section I **Acronyms & Abbreviations**

AC	active component; assistant commandant
ACCP	Army Correspondence Course Program
AIG	address indicating group
APDS	all-purpose date(ing) stamp
APDS	all-purpose date(ing) stamp
APO	Army Post Office
APO	Army Post Office
AR	Army Regulation; Army Reserve
ARTEP	Army Training and Evaluation Program
ARTEP	Army Training and Evaluation Program
AS	as stated; associate of the sciences degree
ASI	additional skill identifier
cdr	commander
CF	copy furnished
COMSEC	communications security
CONUS	the continental United States
COPE	custodian of postal effects
COPE	custodian of postal effects
CSM	Command Sergeant Major
CTT	common task training; common task test; constructed travel time
CY	calendar year
DA	Department of the Army
DMM	Domestic Mail Manual
DMM	Domestic Mail Manual
DoD	Department of Defense

DoD	Department of Defense
DSN	defense switchboard network
DTG	date-time group
FAO, F&AO	finance and accounting office
FM	field manual; frequency modulation
FOIA	Freedom of Information Act
FOUO	for official use only
FPO	Fleet Post Office
FY	fiscal year
FY	fiscal year
GFR	gold francs
GWPM	gross words per minute
HQDA	Headquarters, Department of the Army
IAW	in accordance with
ID	identification; Infantry Division
IMM	International Mail Manual
IMM	International Mail Manual
IRT	integrated retail terminal
ITED	Individual Training Evaluation Directorate
LMF	language media format
MACOM	Major Army Command
MARKS	modern Army recordkeeping system
MFR	memorandum for record
MO	money order; monthly; month
MO	money order; monthly; month
MOA	memorandum of agreement
MOS	military occupational specialty
MOS	military occupational specialty

MOSC	military occupational specialty code
MOU	memorandum of understanding
MP	military police
MPO	military post office; military payment order
MPO	military post office; military payment order
MPOLL	military post office location list
MPOMDS	military post office mail distribution scheme
MPS	military postal system
MPSA	Military Postal Service Agency
MTP	mission training plan; MOS training plan
NATO	North Atlantic Treaty Organization
NBC	nuclear, biological, and chemical
NBC	nuclear, biological, and chemical
NCO	noncommissioned officer
NCOIC	noncommissioned officer in charge
NWPM	net words per minute
OCRE	optical character recognition equipment
OMM	official mail manager
OSM	outside mail
PAL	parcel airlift
PC	personal computer; postal clerk
PIF	place in inactive file
PM	program manager
POM	program objective memorandum; preparation for oversea movement; Postal Operations Manual
PS	prior service; postal service
PS	prior service; postal service
RC	reserve component
RHA	records holding area

RMO	records management official
SAM	surface-to-air missile; soft-structural, aluminum, malleable
SDR	special drawing right
SF	standard form
SL	skill level
SM	soldier's manual
SMCT	Soldier's Manual of Common Tasks
SOP	standing operating procedure
SSI	special skill identifier; signal supplemental instructions
STP	Soldier Training Publication
TACCS	Tactical Army Combat Service Support (CSS) Computer System
TCC	telecommunications center
TCMD	transportation control movement document
TDA	table of distribution and allowance
TDY	temporary duty
TEC	training extension course
TG	training guide; trainer's guide; task group
TM	technical manual
UI	unit of issue
Unit training	Training (individual, collective, and joint or combined) conducted in a unit.
US or U.S.	United States
USAPDC	U.S. Army Publications Distribution Center
USPS	United States Postal Service
USPS	United States Postal Service
via	by way of
WD	withdrawn
WIT	witness

WNRC	Washington National Records Center
WO	warrant officer
XMT	exempt
ZIP Code	zoning improvement plan code

Section II

Terms

Army Training and Evaluation Program (ARTEP)

The cornerstone of unit training. It is the umbrella program used by the trainer and training manager in the training evaluation of units. The ARTEP is a complete program enabling commanders to evaluate and develop collective training based on unit weaknesses, train the unit to overcome those weaknesses, and reevaluate. Success on the battlefield depends on the coordinated performance of collective and individual skills that are taught through the ARTEP MTP.

DA PAM

Department of the Army Pamphlet

DD Form

Department of the Defense Form

det

detachment

Div

division

i.e.

that is

Inf

Infantry

INFO

information addressee; information

ltr

letter

mech

mechanized

Military Post Office

A branch of a designated U.S. Post Office such as New York, San Francisco, or Miami established by U.S. Postal Service authority and operated by the Army, Air Force, Navy, and Marine Corps.

Military Postal Clerk

A U.S. military or U.S. civilian employee designated to perform postal duties. The term includes Army, Navy, Air Force, and Marine Corps.

nc
no change

No
number

P
pass

PUB
publication

ret
retire; retirement

REFERENCES

Required Publications

Required publications are sources that users must read in order to understand or to comply with this publication.

Army Regulations

AR 25-1	Army Information Management 31 May 2002
AR 25-400-2	The Modern Army Recordkeeping System (MARKS) 1 October 2001
AR 25-50	Preparing And Managing Correspondence 3 June 2002
AR 25-51	Official Mail And Distribution Management 30 November 1992
AR 25-55	The Department Of The Army Freedom Of Information Act Program 1 November 1997
AR 310-50	Authorized Abbreviations, Brevity Codes And Acronyms 15 November 1985
AR 380-5	Department Of The Army Information Security Program 29 September 2000

Department of Army Forms

DA FORM 12-99-R	DA Form 12-Series Subscription Change Sheet 1 April 1996
DA FORM 12-R	Request for Establishment of a Publications Account 1 April 1996
DA FORM 17	Requisition for Publications and Blank Forms (This form is for local use only) 1 October 1979
DA FORM 17-1	Requisition for Publications and Blank Forms (Continuation Sheet) (For local use only) 1 October 1979
DA FORM 2445	Correspondence Control Record 1 January 1984
DA FORM 31	Request Authority for Leave 1 September 1993
DA FORM 3955	Change of Address and Directory Card 1 February 1979
DA FORM 3964	Classified Document Accountability Record 1 July 1979
DA FORM 455	Mail and Document Register 1 July 1962
DA FORM 4569	USAPC Requisition Code Sheet 1 July 1996
DA FORM 543-R	Request for Records 1 January 1993
DA FORM 969	TOP SECRET Document Record 1 October 1978

Department of Army Pamphlets

DA PAM 25-33	User's Guide For Army Publications And Forms 15 September 1996
DA PAM 600-60	A Guide To Protocol And Etiquette For Official Entertainment 11 December 2001
DA PAM 600-67	Effective Writing For Army Leaders 20 June 1986

Department of Defense Publications

DOD 4525.6-C	DoD Postal Supply Catalog 1 April 1990
DOD 4525.6-M	DoD Postal Manual 15 August 2002
DOD 4525.6-M, VOL I	DoD Postal Manual (Volume I)
DOD 4525.6-M, VOL II	DoD Postal Manual (Volume II)
DOD REG 4525.6-L-1	Military Post Office Location List (MPOLL) 1 February 1990

Other Product Types

DA LABEL 87	FOR OFFICIAL USE ONLY Cover Sheet 1 April 1982
DD FORM 1384	Transportation Control and Movement Document 1 April 1966
DD FORM 2259	Report of Audit of Postal Accounts 1 January 1982
DD FORM 2261	Registered Mail - Balance and Inventory 1 January 1982
DD FORM 885	Money Order Control Record 1 December 1955
DMM	Domestic Mail Manual
IMM	International Mail Manual
MISC PUB 38-1	U.S. Government Printing Office (GPO) Style Manual
OF 23	Charge-out Card 1 February 1962
OF 41	Routing and Transmittal Slip 1 July 1976
POM	Postal Operations Manual
PS FORM 3806	Receipt for Registered Mail
SF 700	Security Container Information 1 August 1985
SF 702	Security Container Check Sheet 1 August 1985
SF 703	Top Secret Cover Sheet 1 August 1985
SF 704	Secret Cover Sheet 1 August 1985
SF 705	Confidential Cover Sheet 1 August 1985
SF 706	TOP SECRET Label for ADP Media 1 January 1987
SF 707	SECRET Label for ADP Media 1 January 1987
SF 708	CONFIDENTIAL Label for ADP Media 1 January 1987
SOFTWARE-FMFLO	Form Flow
SOFTWARE-MAVISBEACON	Mavis Beacon Teaches Typing
SOFTWARE-OFFICE	Microsoft Office Professional 97/2000/XP (Word, Excel, Powerpoint, Access)
SOFTWARE-WINDOWS	Microsoft (MS) Windows Operating System (95/98/ME/NT/2000/XP)
USERS GUIDE-IRT	Integrated Retail Terminal Users Guide
USPS FORM 1000	Domestic Claim or Registered Mail Inquiry
USPS FORM 1096	Cash Receipt
USPS FORM 1412-A	Daily Financial Report
USPS FORM 1510	Mail Loss/Rifling Report
USPS FORM 1567	Requisition for Rubber and Steel Stamps Only
USPS FORM 1578-B	Requisition for Nonstandard Facing Slips or Labels (Nondefective Regular Labels)
USPS FORM 17	Stamp Requisition
USPS FORM 2759	Report of Irregular Handling of Mail
USPS FORM 2865	Return Receipt for International Mail
USPS FORM 2966-B	Parcel Post Customs Declaration and Dispatch Note
USPS FORM 2976	Customs--CN 22 (Old C1) Sender's Declaration
USPS FORM 2976-A	Customs Declarations and Dispatch Note
USPS FORM 3369	Consigned Credit Receipt
USPS FORM 3533	Application and Voucher for Refund of Postage and Fees
USPS FORM 3602-A	Daily Record of Meter Register Readings
USPS FORM 3602-PO	Postage Collected through Post Office Meter
USPS FORM 3800	Receipt for Certified Mail
USPS FORM 3811	Domestic Return Receipt
USPS FORM 3813	Receipt for Domestic Insured Parcel
USPS FORM 3813-P	Receipt for Insured Mail Domestic International
USPS FORM 3817	Certificate of Mailing

USPS FORM 3826	Registry Irregularity Report
USPS FORM 3849	Delivery Notice/Reminder/Receipt
USPS FORM 3854	Manifold Registry Dispatch Book
USPS FORM 3877	Firm Mailing Book for Registered, Insured, COD, Certified Mail, and Express Mail
USPS FORM 3883	Firm Mailing Book Registered, Certified, and Numbered Insured Mail or Firm Delivery Book Registered, Certified, and Numbered Insured Mail
USPS FORM 3977	Duplicate Key Inventory
USPS FORM 4686-A	Shipping Order
USPS FORM 565	Registered Mail Application For Indemnity/Inquiry
USPS FORM 6019	Military Post Office (MPO) Report of Money Order Business
USPS FORM 6401	Domestic Money Order Inquiry
USPS FORM 7380	Supply Center Requisition
USPS FORM 7381	Requisition for Supplies, Services, or Equipment
USPS HANDBOOK T-7	Handbook
USPS LAB107	Priority Mail Sticker
USPS LAB11B	Express Mail Post Office to Addressee Service
USPS LAB19-B	Air Mail Par Avion
USPS LAB57	Express Special Delivery
USPS LAB86	Express Mail--Military Service
USPS LAB87	Registered Outside
USPS MONEY ORDER FORM SET	Domestic Postal Money Order Form Set
USPS OFFICIAL ZONE CHART	USPS Official Zone Chart
USPS POS103	Postage Rates, Fees and Information
USPS POS51	International Postage Rates and Fees
USPS PUB65A	National Zip Code and Post Office Directory

Soldier Training Publications

STP 12-71L12-SM	SOLDIER'S MANUAL, SKILL LEVELS 1/2, MOS 71L/42L, ADMINISTRATIVE SPECIALIST, (INCLUDES TASKS FOR ASI E3, EXECUTIVE ADMINISTRATIVE ASSISTANT AND ASI F5, POSTAL OPERATIONS) 1 October 2003
STP 21-1-SMCT	SOLDIER'S MANUAL OF COMMON TASKS SKILL LEVEL 1

Related Publications

Related publications are sources of additional information. They are not required in order to understand this publication.

Army Correspondence Course Program Subcourses

AG 0222	Preparing Special Purpose Memorandums and Letters 1 March 1994
AG 0404	The Modern Army Record Keeping System (MARKS) 2 January 1994
IS 1406	Effective Army Writing

Army Regulations

AR 15-6	Procedures For Investigating Officers And Boards Of Officers 30 September 1996
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AR 25-1	Army Information Management 31 May 2002
AR 25-50	Preparing And Managing Correspondence 3 June 2002
AR 25-55	The Department Of The Army Freedom Of Information Act Program 1 November 1997
AR 310-50	Authorized Abbreviations, Brevity Codes And Acronyms 15 November 1985
AR 380-5	Department Of The Army Information Security Program 29 September 2000

Department of Army Forms

DA FORM 2028	Recommended Changes to Publications and Blank Forms 1 February 1974
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Department of Army Pamphlets

DA PAM 350-95	Army Correspondence Course Program Catalog 1 October 2002
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Department of Defense Publications

DOD 4525.6-C	DoD Postal Supply Catalog 1 April 1990
DOD 4525.6-M	DoD Postal Manual 15 August 2002
DOD 4525.6-M, VOL I	DoD Postal Manual (Volume I)
DOD 4525.6-M, VOL II	DoD Postal Manual (Volume II)

Other Product Types

DD FORM 2261	Registered Mail - Balance and Inventory 1 January 1982
DMM	Domestic Mail Manual
IMM	International Mail Manual
POM	Postal Operations Manual
SOFTWARE-OFFICE	Microsoft Office Professional 97/2000/XP (Word, Excel, Powerpoint, Access)
USERS GUIDE WINDOWS	Microsoft (MS) Windows Operating System 95/98/ME/NT/2000/XP User's Guide
USPS FORM 2865	Return Receipt for International Mail
USPS FORM 2966-A	Parcel Post Customs Declaration
USPS FORM 2966-B	Parcel Post Customs Declaration and Dispatch Note
USPS FORM 2976	Customs--CN 22 (Old C1) Sender's Declaration
USPS FORM 2976-A	Customs Declarations and Dispatch Note
USPS FORM 3602-PO	Postage Collected through Post Office Meter
USPS FORM 3800	Receipt for Certified Mail
USPS FORM 3811	Domestic Return Receipt
USPS FORM 3813	Receipt for Domestic Insured Parcel
USPS FORM 3813-P	Receipt for Insured Mail Domestic International
USPS FORM 3817	Certificate of Mailing
USPS FORM 3826	Registry Irregularity Report
USPS FORM 3877	Firm Mailing Book for Registered, Insured, COD, Certified Mail, and Express Mail
USPS FORM 6019	Military Post Office (MPO) Report of Money Order Business
USPS FORM 7380	Supply Center Requisition
USPS FORM 7381	Requisition for Supplies, Services, or Equipment
USPS LAB107	Priority Mail Sticker
USPS LAB11B	Express Mail Post Office to Addressee Service

USPS LAB19-A	Par Avion Air Mail
USPS LAB19-B	Air Mail Par Avion
USPS LAB57	Express Special Delivery
USPS LAB86	Express Mail--Military Service
USPS LAB87	Registered Outside
USPS MONEY ORDER FORM SET	Domestic Postal Money Order Form Set
USPS OFFICIAL ZONE CHART	USPS Official Zone Chart
USPS PUB65A	National Zip Code and Post Office Directory

Soldier Training Publications

STP 12-71L12-SM	SOLDIER'S MANUAL, SKILL LEVELS 1/2, MOS 71L/42L, ADMINISTRATIVE SPECIALIST, (INCLUDES TASKS FOR ASI E3, EXECUTIVE ADMINISTRATIVE ASSISTANT AND ASI F5, POSTAL OPERATIONS) 1 October 2003
STP 12-71L35-SM-TG	SOLDIER'S MANUAL AND TRAINER'S GUIDE, SKILL LEVELS 3/4/5, MOS 71L/42L, ADMINISTRATIVE SPECIALIST (INCLUDES TASKS FOR ASI F4 POSTAL) OPERATIONS) SKILL LEVELS 3/4/5 1 October 2003
STP 21-24-SMCT	SOLDIER'S MANUAL OF COMMON TASKS (SMCT), SKILL LEVELS 2/3/4

Required Publications

Required publications are sources that users must read in order to understand or to comply with this publication.

Army Regulations

AR 15-6	Procedures for Investigating Officers and Boards of Officers 30 September 1996
AR 25-400-2	The Modern Army Recordkeeping System (MARKS) 18 March 2003
AR 25-50	Preparing and Managing Correspondence 3 June 2002
AR 25-51	Official Mail and Distribution Management 30 November 1992
AR 25-55	The Department of the Army Freedom of Information Act Program 1 November 1997
AR 310-50	Authorized Abbreviations, Brevity Codes and Acronyms 15 November 1985
AR 380-5	Department of the Army Information Security Program 29 September 2000

Department of Army Forms

DA FORM 12-99-R	DA Form 12-Series Subscription Change Sheet 1 April 1996
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DA FORM 17-1	Requisition for Publications and Blank Forms (Continuation Sheet) (For local use only) 1 October 1979
DA FORM 2445	Correspondence Control Record 1 January 1984
DA FORM 31	Request Authority for Leave 1 September 1993
DA FORM 3955	Change of Address and Directory Card 1 February 1979
DA FORM 3964	Classified Document Accountability Record 1 July 1979

DA FORM 455	Mail and Document Register 1 July 1962
DA FORM 4569	USAPC Requisition Code Sheet 1 July 1996
DA FORM 543-R	Request for Records 1 January 1993
DA FORM 969	Top Secret Document Record 1 October 1978

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DA PAM 25-33	User's Guide for Army Publications and Forms 15 September 1996
DA PAM 600-60	A Guide to Protocol and Etiquette for Official Entertainment 11 December 2001
DA PAM 600-67	Effective Writing for Army Leaders 20 June 1986

Department of Defense Publications

DOD 4525.6-C	DoD Postal Supply Catalog 1 April 1990
DOD 4525.6-M	DoD Postal Manual 15 August 2002
DOD 4525.6-M-L-2	Military Post Office Mail Distribution Scheme 1 May 1984
DOD REG 4525.6-L-1	Military Post Office Location List (MPOLL) 1 February 1990

Other Product Types

DA LABEL 87	For Official Use Only Cover Sheet 1 April 1982
DD FORM 1372	Mail Manifest
DD FORM 1384	Transportation Control and Movement Document 1 April 1966
DD FORM 2258	Temporary Mail Disposition Instructions
DD FORM 2261	Registered Mail - Balance and Inventory 1 January 1982
DD FORM 2262	Receptacle Record Card
DD FORM 885	Money Order Control Record 1 December 1955
DMM	Domestic Mail Manual
EP-1865D	Postage Due Envelope
IMM	International Mail Manual
MISC PUB 38-1	U.S. Government Printing Office (GPO) Style Manual
OF 23	Charge-out Card 1 February 1962
OF 41	Routing and Transmittal Slip 1 July 1976
POM	Postal Operations Manual
PS FORM 3806	Receipt for Registered Mail
SF 700	Security Container Information 1 August 1985
SF 702	Security Container Check Sheet 1 August 1985
SF 703	Top Secret Cover Sheet 1 August 1985
SF 704	Secret Cover Sheet 1 August 1985
SF 705	Confidential Cover Sheet 1 August 1985
SF 706	TOP SECRET Label for ADP Media 1 January 1987
SF 707	SECRET Label for ADP Media 1 January 1987
SF 708	CONFIDENTIAL Label for ADP Media 1 January 1987
SOFTWARE-MAVISBEACON	Mavis Beacon Teaches Typing
SOFTWARE-OFFICE	Microsoft Office Professional 97/2000/XP (Word, Excel, Powerpoint, Access)
SOP	Standing Operating Procedures (SOP), Local
USERS GUIDE-IRT	Integrated Retail Terminal Users Guide
USPS ENVELOPE 2976-E	Customs Envelope
USPS EP390B	Envelope, printed, preaddressed to Military Money Order Section
USPS FORM 1000	Domestic Claim or Registered Mail Inquiry

USPS FORM 1096	Cash Receipt
USPS FORM 1412-A	Daily Financial Report
USPS FORM 1510	Mail Loss/Rifling Report
USPS FORM 1567	Requisition for Rubber and Steel Stamps Only
USPS FORM 1578-B	Requisition for Nonstandard Facing Slips or Labels (Nondefective Regular Labels)
USPS FORM 17	Stamp Requisition
USPS FORM 2759	Report of Irregular Handling of Mail
USPS FORM 2966-B	Parcel Post Customs Declaration and Dispatch Note
USPS FORM 2976	Customs--CN 22 (Old C1) Sender's Declaration
USPS FORM 2976-A	Customs Declarations and Dispatch Note
USPS FORM 3294	Cash and Stamp Stock Count and Summary
USPS FORM 3368	Stamp Credit Examination Record
USPS FORM 3369	Consigned Credit Receipt
USPS FORM 3533	Application and Voucher for Refund of Postage and Fees
USPS FORM 3579	Undeliverable Standard Mail (A) & (B) and Special Standard Mail (B)
USPS FORM 3602-A	Daily Record of Meter Register Readings
USPS FORM 3602-PO	Postage Collected through Post Office Meter
USPS FORM 3800	Receipt for Certified Mail
USPS FORM 3801	Standing Delivery Order
USPS FORM 3811	Domestic Return Receipt
USPS FORM 3813	Receipt for Domestic Insured Parcel
USPS FORM 3813-P	Receipt for Insured Mail Domestic International
USPS FORM 3817	Certificate of Mailing
USPS FORM 3826	Registry Irregularity Report
USPS FORM 3831	Receipt for Article(s) Damaged in Mails
USPS FORM 3849	Delivery Notice/Reminder/Receipt
USPS FORM 3854	Manifold Registry Dispatch Book
USPS FORM 3877	Firm Mailing Book for Registered, Insured, COD, Certified Mail, and Express Mail
USPS FORM 3883	Firm Mailing Book Registered, Certified, and Numbered Insured Mail or Firm Delivery Book Registered, Certified, and Numbered Insured Mail
USPS FORM 3907	Post Office Box Mail Pickup Notice
USPS FORM 3977	Duplicate Key Inventory
USPS FORM 4686-A	Shipping Order
USPS FORM 565	Registered Mail Application For Indemnity/Inquiry
USPS FORM 6019	Military Post Office (MPO) Report of Money Order Business
USPS FORM 6401	Domestic Money Order Inquiry
USPS FORM 7380	Supply Center Requisition
USPS FORM 7381	Requisition for Supplies, Services, or Equipment
USPS HANDBOOK T-7	Handbook
USPS ITEM EP390	Envelope, Registry Jackets Printed
USPS LAB107	Priority Mail Sticker
USPS LAB11B	Express Mail Post Office to Addressee Service
USPS LAB19-A	Par Avion Air Mail
USPS LAB19-B	Air Mail Par Avion
USPS LAB57	Express Special Delivery
USPS LAB86	Express Mail--Military Service

USPS LAB87	Registered Outside
USPS LABEL 200	Registered Mail Label
USPS MONEY ORDER FORM SET	Domestic Postal Money Order Form Set
USPS NOT123	Ratefold
USPS O817C	Seal, Tin Band, Numbered for Registered Mail and Airmail
USPS OFFICIAL ZONE CHART	USPS Official Zone Chart
USPS POS103	Postage Rates, Fees and Information
USPS POS51	International Postage Rates and Fees
USPS POSTAL BULLETIN	United States Postal Service Postal Bulletin (Periodically published)
USPS PUB38	United States Postal Service/Department of Defense Postal Agreement
USPS PUB65A	National Zip Code and Post Office Directory
USPS TAG176-B	Express Mail--Military Service
USPS TAG18	PAL

Soldier Training Publications

STP 12-71L12-SM	SOLDIER'S MANUAL, SKILL LEVELS 1/2, MOS 42L (formerly 71L), ADMINISTRATIVE SPECIALIST, (INCLUDES TASKS FOR ASI E3, EXECUTIVE ADMINISTRATIVE ASSISTANT AND ASI F5, POSTAL OPERATIONS) 1 October 2003
STP 21-1-SMCT	Soldier's Manual of Common Tasks Skill Level 1

Related Publications

Related publications are sources of additional information. They are not required in order to understand this publication.

Army Correspondence Course Program Subcourses

AG 0222	Preparing Special Purpose Memorandums and Letters 1 March 1994
AG 0404	The Modern Army Record Keeping System (MARKS) 2 January 1994
IS 1401	Effective Army Writing

Army Regulations

AR 25-1	Army Information Management 31 May 2002
AR 25-55	The Department of the Army Freedom of Information Act Program 1 November 1997
AR 310-50	Authorized Abbreviations, Brevity Codes and Acronyms 15 November 1985
AR 380-5	Department of the Army Information Security Program 29 September 2000

Department of Army Forms

DA FORM 2028	Recommended Changes to Publications and Blank Forms 1 February 1974
DA FORM 2445	Correspondence Control Record 1 January 1984

Department of Army Pamphlets

DA PAM 350-59	Army Correspondence Course Program Catalog 1 October 2002
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Other Product Types

DA LABEL 87	For Official Use Only Cover Sheet 1 April 1982
SF 703	Top Secret Cover Sheet 1 August 1985
SF 704	Secret Cover Sheet 1 August 1985
SF 705	Confidential Cover Sheet 1 August 1985
SOFTWARE-OFFICE	Microsoft Office Professional 97/2000/XP (Word, Excel, Powerpoint, Access)
USERS GUIDE WINDOWS	Microsoft (MS) Windows Operating System 95/98/ME/NT/2000/XP User's Guide
USPS EP390B	Envelope, printed, preaddressed to Military Money Order Section
USPS FORM 1510	Mail Loss/Rifling Report
USPS FORM 2759	Report of Irregular Handling of Mail
USPS FORM 2865	Return Receipt for International Mail
USPS FORM 2966-A	Parcel Post Customs Declaration
USPS FORM 3294	Cash and Stamp Stock Count and Summary
USPS FORM 3368	Stamp Credit Examination Record
USPS FORM 3369	Consigned Credit Receipt
USPS FORM 3533	Application and Voucher for Refund of Postage and Fees

Soldier Training Publications


STP 12-71L35-SM-TG	SOLDIER'S MANUAL AND TRAINER'S GUIDE, SKILL LEVELS 3/4/5, MOS 42L (formerly 71L), ADMINISTRATIVE SPECIALIST (INCLUDES TASKS FOR ASI F4 POSTAL) OPERATIONS) SKILL LEVELS 3/4/5 1 October 2003
STP 21-24-SMCT	Soldier's Manual of Common Tasks (SMCT), Skill Levels 2/3/4

STP 12-42L12-SM-TG
30 OCTOBER 2003

By Order of the Secretary of the Army:

PETER J. SCHOOMAKER
General, United States Army
Chief of Staff

Official:



JOEL B. HUDSON
Administrative Assistant to the
Secretary of the Army
0333903

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